

Multiple Disadvantage JSNA Survey for Stakeholders

Overview

The Joint Strategic Needs Assessment (JSNA) is a statutory document that measures the current and future health and social care needs of Surrey residents. It also supports local leaders and commissioners to make informed decisions and to shape services in a way that best serves their communities.

People experiencing multiple disadvantage live with a combination of challenges concurrently. For many, their current circumstances have been shaped by past experiences of, trauma, abuse, and neglect. Many have also faced and continue to face racism, sexism, homophobia and other forms of prejudice and discrimination related, for example, to disability or addiction.

These inequalities intersect in different ways, manifesting in a combination of experiences including homelessness, substance use, domestic abuse, contact with the criminal justice system and mental ill health.

This is the first time in Surrey that a JSNA chapter has been co-produced by a priority population; they would like to hear from professionals whose service is accessed by people experiencing multiple disadvantage

in Surrey. This survey has been co-designed with experts by experience.

What is this survey about?

We'd like to ask you some questions about your service. What you tell us will be used to help to inform the Multiple Disadvantage JSNA chapter, which will make recommendations to improve services for adults, children and families experiencing multiple disadvantage in Surrey, prevent further harm and ensure the Surrey Health and Wellbeing Strategy addresses their needs in the future.

This survey is open to all Surrey-based organisations whose services are accessed by people experiencing multiple disadvantage, including providers and commissioners.

This short survey should take less than 7 minutes to complete.

Any data or feedback that you share with us will be anonymised so you will not be personally identifiable in any of the outputs produced. This survey complies with GDPR (explain). If you require any further information about how we store and use the data you provide, please see our privacy policy [here](#).

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:

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The Survey

Question 1: Please tell us your organisation name and role.

Please state answer/s below:

Question 2 - Which of the following service users does your organisation support? Please select all that apply.

- Children and Young People (0-18 years)
- Adults (18+ years)
- Families

Question 3 - Does your organisation support service users experiencing any of the following? Please select all that apply.

- Multiple disadvantage / complex needs
- Homelessness or at risk of becoming homeless
- Domestic abuse
- Mental health
- Substance use
- Contact with the criminal justice system
- Poverty/deprivation
- Physical health disabilities
- Learning disabilities
- Learning difficulties
- Addiction (including, gambling, shopping)
- Eating disorders
- Isolation
- Stigma or prejudice based on minority (including ethnic minorities)
- Neurodivergence
- Bereavement
- Relationship issues
- Trauma/Adverse Childhood Experiences
- Experience of being in care
- Other

If you said 'other', please state answer/s below:

Question 4 - What type of services does your organisation directly provide to service users? Please select all that apply.

- Referrals to other support services
- Advice line (telephone support)
- Peer support (including support groups, advisory groups, self-help groups)
- 1:1 case workers or support workers
- Assistance with finding and/or sustaining accommodation
- Physical health support
- Mental health support (e.g., counselling, trauma therapy)
- Support with substance use
- Medical interventions (including social prescribing)
- Providing training, courses, or work opportunities (including volunteering, (paid or unpaid) work)
- Organising work opportunities with others (including volunteering, (paid or unpaid) work)
- Financial Subsistence (e.g., for meals)
- Other subsistence (e.g., personal care facilities, clothing)
- Financial arrangements including benefits applications (e.g., PIP, EAS)
- Support with form filling, attending health appointments etc.
- Assisting with daily living tasks
- Online resources or information packs
- Safety planning

- 24/7 support
- Assertive outreach
- Other

If you said 'other', please state answer/s below:

Question 5 - To what extent do you agree or disagree that your current service provision sufficiently meets the needs of people experiencing multiple disadvantage?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Question 6 - To what extent do you agree or disagree that your service works with service users in a way that is Trauma-informed (i.e., understanding that trauma exposure can impact an individual's neurological, biological, psychological, and social development).

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Question 7 - To what extent do you agree or disagree that your service works with service users in a way that is Person-centred (i.e., ensuring that people's preferences, needs and values guide decisions and providing care that is respectful of and responsive to them).

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Question 8 - To what extent do you agree or disagree that your service works with service users in a way that is Equal, Diverse and Inclusive (i.e., ensuring fair treatment and opportunity for all)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Question 9 - Do you have any additional thoughts on how your service works in the above ways? Please state your answer below:

Question 10 - Does your service offer training to staff around the following? Please select all that apply.

- Trauma-informed approaches
- Person-centred care
- Equality, Diversity, Inclusion and Discrimination
- Making Every Contact Count (MECC)
- Substance Use
- Mental Health
- Suicide Awareness
- Physical Health
- Housing/Homelessness
- Domestic Abuse
- Learning difficulties, disabilities and neurodivergence
- Referral Pathways
- Addiction
- Asset-Based Community Development

- Other

If you said 'other', please state answer/s below:

Question 11 - Are there any trainings you would like your service to offer to better support you in your role?

Please state answer below:

Question 12 - What are the top three barriers and challenges faced by service users accessed by your organisation?

Please state answer below:

Question 13 - Which of the following factors, if any, do you think might prevent or hamper changes to your service to better meet the needs of those experiencing multiple disadvantage? Please select all that apply.

- Funding
- Staff recruitment
- Quality of staff
- Staff retention
- Staff training
- Staff capacity
- Capacity - other
- Resources
- Governance inflexibilities
- Management / Leadership
- Organisational culture
- Pathways
- Protocols
- Service design
- Referral times
- Communication – internal
- Communication – external
- KPIs/Government priorities
- Risk Averse Policies

- Other

If you said 'other', please state answer/s below:

Question 14 - What could be done to help recruit, retain and motivate staff in your organisation to better meet the needs of those experiencing multiple disadvantage?

Please state answer below:

Question 15 - Is there anything else you would like to share with us about what needs to change – at a system, service, or community level in Surrey - to better meet the needs of people experiencing multiple disadvantage?

Please state answer below:

Demographics Questions

Which borough do you live in (please select only one item)?

Elmbridge

Epsom & Ewell

Guildford

Mole Valley

Reigate & Banstead

Runnymede

Spelthorne

Surrey Heath

Tandridge

Waverley

Woking

Prefer not to say

Somewhere else / not listed above (please detail below)

Please state answer below:

What is your age?

Please select only one category

18-24

25-29

30-39

40-49

50-59

60-69

70-74

75+

Prefer not to say

Please state answer below:

What is your gender?

Please select only one item

Female

Male

Prefer not to say

Please state answer below:

Is the gender you identify with the same as your sex registered at birth?

Please select only one item

Yes

No

Don't know

Prefer not to say

Please state answer below:

Do you have an additional need and/or disability?

Please select only one item

Yes

No

I'd prefer not to say

Please state answer below:

What is the highest level of education you have completed (please select only one option)?

No educational qualifications

Secondary school up to 16 years (e.g., GCSEs, O Levels, Level 1 or 2 diplomas/NVQ or equivalent)

Further education (e.g., A-levels, BTEC, Level 3 diplomas/NVQs or equivalent)

Foundation degree or certificate of higher education (Level 4 or 5 diploma/NVQ)

University (bachelor's degree, Level 6 diploma or NVQ)

Post-graduate degree (Master's degree, doctorate, PhD, Level 7 diploma/NVQ)

Prefer not to say

Please state answer below:

Please tell us about the total annual income of your household (before tax and deductions, but including any benefits/allowances)

Please select only one option.

Below £10,000

£10,001 to £20, 000

£20,001 to £30, 000

£30,001 to £40, 000

£40,001 to £50,000

£50,001 to £60,000

£60,001 to £70,000

£70,001 to £80,000

£80,001 to £90,000

Above £90,000

Prefer not to say

Please state answer below:

Prize Draw

As mentioned at the start, if you complete the survey by 23rd June 2023 you can enter a prize draw and be in with a chance of winning one of three £50 voucher prizes!

If you are interested in entering this prize draw then please enter your details below.

Please note entrants must be 18 years of age or above.

If you are not interested in entering this prize draw then please leave these fields blank and select "continue" to submit your survey responses.

What is your name?

What is your email address?

End of Survey - Many Thanks

Submission of Your Survey Responses

Your survey responses are now completed and ready for submission – by sending these responses you give us permission to analyse and include your response in our results. After you have sent in your survey, you will no longer be able to go back and change any of your answers. Please be assured that when you are given the option to provide your email address below it will not be stored along with the rest of your answers and won't be seen by anyone who is analysing them. It will only be used for the purpose described below.

If you provide an email address you will be sent a copy of your responses.

Please provide your email address below.

Email address:

End of Survey - Many Thanks

Many thanks for taking the time to complete this survey, we appreciate your time and value your thoughts and comments.