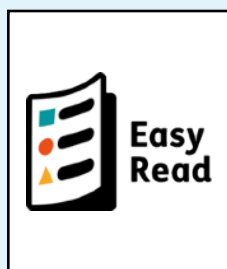


Tell us about your experience of the Adult Social Care Move to Independence Team



**Easy
Read**

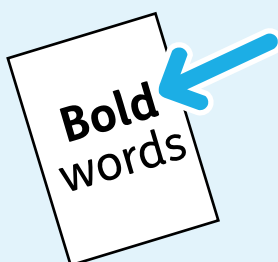
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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About this booklet



This booklet is from Surrey County Council Adult Social Care.



We would like to know about your experience of the Move to Independence Team.



Your opinion is important, and will help us give better support in future.



Please fill in the short form in this booklet to tell us what you think.



If you are not happy with your experience, please tell us about it.



You can use this form to tell us about your experience.



If you want to make a complaint, please go to our website:

www.surreycc.gov.uk/adultsfeedback

Your information



When you fill in this form, the only information about you we collect is where you are.



You can find out more about what we do with your information and how we keep it safe on our website:

www.surreycc.gov.uk/privacy

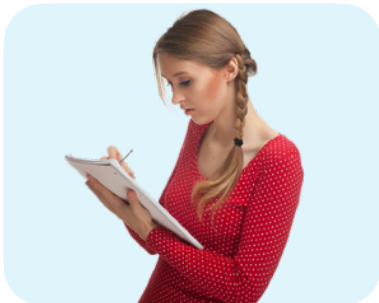
How to use this survey



Most questions will have a list of answers for you to choose from.



We will tell you if you need to choose one answer or more than one.



For some questions, you can write your own answer.

How to use this survey on a computer



You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:
movetoindependence@surreycc.gov.uk

How to use this survey on paper



If you are doing this survey on paper, you can post your answers to us.



Send them to:

Move to Independence Team
The Brickfield Centre
Portland Place
Epsom
KT17 1DL

Questions to answer

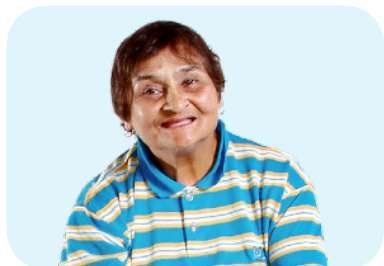


Question 1: How happy or unhappy are you with the support you got from the Move to Independence Team?

Please tick one box.

☐

Very happy.

☐

Happy.

☐

Neither happy or unhappy.

☐

Unhappy.

☐

Very unhappy.



Question 2: Do you agree or disagree that staff listened to you, respected you and included you when they were making decisions about your support?

Please tick one box.

☐

Agree a lot.

☐

Agree.

☐

Neither agree nor disagree.

☐

Disagree.

☐

Disagree a lot.



Question 3: Do you agree or disagree that you learned new skills or improved your skills to help you achieve your **goals**?

Goals are what you want to do in your life.

Please tick one box.

☐

Agree a lot.

☐

Agree.

☐

Neither agree nor disagree.

☐

Disagree.

☐

Disagree a lot.



Question 4: What did you think was most helpful about the support you got from the Move to Independence Team?

Please write in the box.



Question 5: How happy or unhappy are you with your whole experience with the Move to Independence Team?

Please tick one box.

☐

Very happy.

☐

Happy.

☐

Neither happy or unhappy.

☐

Unhappy.

☐

Very unhappy.

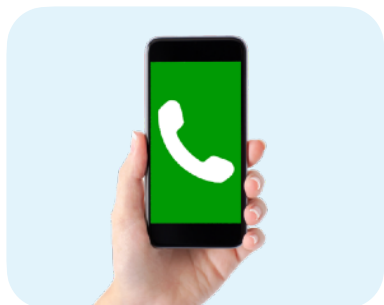


Question 6: Do you want to tell us anything else about your experience with the Move to Independence Team?

Please write in the box.

Find out more

If you need the survey in a different way, like braille, or a different language, or you would like a paper copy with an envelope to send it back, you can contact us by:



- **Phone:** 020 8213 2556



- **Textphone, using Relay UK:**
18001 020 8213 2556



- **Text message, if you have issues with your hearing:** 07527 182 861



- **Email:** movetoindependence@surreycc.gov.uk



- **Sign language video service:**
www.surreycc.gov.uk/bsl