

# **Adult Social Care Move to Independence Team Feedback Form**

**Large print**



# Overview

We'd appreciate it if you could take a moment to complete a short feedback form to hear about your experience with the Adult Social Care Move to Independence team. Your views are important to us and will help us improve the support we provide.

The form should only take around five minutes to complete.

Please don't add any extra details about your care and support or information about other social care or health services on this form.

If you have any concerns or anything you would like to discuss, please speak to the Move to Independence team. Thank you.

If you are not happy with your experience, we welcome your feedback.

For further information on how to make a complaint please visit:

- **Website:** [www.surreycc.gov.uk/adultsfeedback](http://www.surreycc.gov.uk/adultsfeedback)

## Privacy statement

All responses are strictly confidential, and your data will be used in-line with our privacy notice. You can request a copy using the contact details provided on page 5 or by visiting:

- **Website:** [www.surreycc.gov.uk/engagementprivacynotice](http://www.surreycc.gov.uk/engagementprivacynotice)

For more information on the privacy of Surrey Says, please see the Zencity Privacy Policy:

- **Website:** [www.zencity.io/privacy-policy](http://www.zencity.io/privacy-policy)

## How to use this survey

Most questions will contain a list of possible answers for you to select from. We will then confirm whether you should select just **one** answer from this list or whether you should select **all that apply**. Under each of these questions there will be a space for you to give your answer.

For questions where we would like you to write your own answer or comment, there will be a larger space provided underneath the question for you to do this.

Page 5 provides details about how you can submit your answers.

Information on how to request the survey in another format can be found on page 6.

## Survey questions

### Question 1.

**How satisfied are you with the support you received from the Move to Independence team?**

- a. Very satisfied
- b. Satisfied
- c. Neither satisfied nor dissatisfied
- d. Dissatisfied
- e. Very dissatisfied

Please state **one** answer:

### Question 2.

**Did you feel listened to, respected and involved in making decisions about your support?**

- a. Strongly agree
- b. Agree

- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree

Please state **one** answer:

### **Question 3.**

**Do you agree or disagree with the following statement?**

**I've learned new skills or improved existing ones to help me achieve my goals.**

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree

Please state **one** answer:

### **Question 4.**

**What did you find most helpful about the service?**

Please state your answer here:

### **Question 5.**

**Overall, how satisfied or dissatisfied are you with your experience with the Move to Independence team?**

- a. Very satisfied
- b. Satisfied
- c. Neither satisfied nor dissatisfied
- d. Dissatisfied

e. Very dissatisfied

Please state **one** answer:

### **Question 6.**

**Do you have any comments or extra feedback you'd like to share?**

Please state your answer here:

## **Submitting your answers**

Thank you for taking the time to complete this feedback form. Your feedback will help us improve people's experience.

If you are completing this survey electronically, please email:

- **Email:** [movetoindependence@surreycc.gov.uk](mailto:movetoindependence@surreycc.gov.uk)

If you are completing this survey via paper, it can be returned by hand or by post to:

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

## **Further information**

If you would like the survey in a different format, language or in hard copy (including a stamped addressed envelope to return

the survey), please contact the Move to Independence Team as follows:

- **Telephone:** 020 8213 2556
- **Textphone (via Relay UK):** 18001 020 8213 2556
- **Text (SMS):** 07527 182 861 (for the deaf or hard of hearing)
- **Email:** [movetoindependence@surreycc.gov.uk](mailto:movetoindependence@surreycc.gov.uk)
- **British Sign Language:** [www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)