

# 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. To find out more about multiple disadvantage see [here](http://meam.org.uk/multiple-needs-and-exclusions/) <<http://meam.org.uk/multiple-needs-and-exclusions/>> .

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](https://www.healthysurrey.org.uk/about/strategy) <<https://www.healthysurrey.org.uk/about/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](https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/business-intelligence-and-analysis-research-service) <<https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/business-intelligence-and-analysis-research-service>> .

## 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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## Your role and organisation

### 1 Please tell us your:

Organisation name:

Your role:

### 2 Which of the following populations does your organisation support? Please select all that apply.

*(Required)*

*Please select all that apply*

- Children and Young People (0-18 years)
- Young Adults (18-25 years)
- Adults (18+ years)
- Families

Other (please specify):

**3** Does your organisation support people experiencing any of the following? Please select all that apply.

*(Required)*

*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 (please specify below)

Other (please specify):

**4** What type of services does your organisation provide? Please select all that apply.

*(Required)*

*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
- Commissioning of services
- Other (please specify below)

Other (please specify):

**Your current service provision**

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

*(Required)*

*Please select only one item*

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

**6** To what extent do you agree or disagree that your service works with people in a way that is:

*(Required)*

Strongly agree

Agree

Neither agree  
nor disagree

Disagree

Strongly  
disagree

Don't know

Trauma-informed (i.e., understanding that trauma exposure can impact an individual's neurological, biological, psychological, and social development).  
*Please select only one item*

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).  
*Please select only one item*

Equal, Diverse and Inclusive (i.e., ensuring fair treatment and opportunity for all)  
*Please select only one item*

Do you have any additional thoughts on how your service works in the above ways?:

**Training**

**7** Does your organisation offer training to staff around the following?  
Please select all that apply.

*(Required)*

*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
- Naloxone Training
- Asset-Based Community Development
- Other (please specify below)

Other (please specify):

**8** Are there any trainings you would like your organisation to offer to better support you in your role?

Please comment below:

### Barriers and Challenges

**9** What are the top three barriers and challenges faced by people accessed by your organisation?

A:

B:

C:

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

*(Required)*

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

Other (please specify):

**11** 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 comment below:

**12** 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 comment below: