

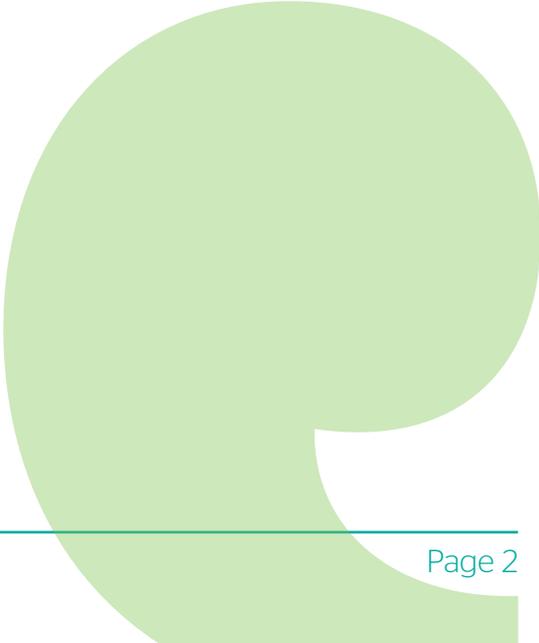
**Liverpool  
Care Matters**

**healthwatch**  
Liverpool

**Mental Health  
Day Opportunities  
Report  
August 2019**

# Table of Contents

<b>Background and Methodology</b> .....	<b>3</b>
<b>Key findings</b> .....	<b>5</b>
<b>Survey Results</b> .....	<b>6</b>
<b>About Healthwatch Liverpool</b> .....	<b>19</b>
<b>Appendix A - Survey Questionnaire</b> .....	<b>20</b>



# Background and Methodology

## Background to Mental Health Day Opportunities services

Mental Health Day Opportunities services are currently being provided by five organisations as follows:

- Person Shaped Support (PSS)
- Imagine Independence
- Mary Seacole House
- Liverpool Roots Trust
- Richmond Fellowship

The services are aimed at people in Liverpool who experience mental health difficulties. The intention is to provide some mental-health specific input but also provide social and leisure opportunities.

The services provided by four of the providers are broadly similar. PSS, Imagine Independence, Mary Seacole House and Liverpool Roots Trust provide a programme of courses, groups and activities. These consist of mental health specific content, such as courses on coping with anxiety, alongside more general social and leisure opportunities such as art and sewing classes.

The service provided by Richmond Fellowship, called My Time, is different and is a time bank. This involves people taking part in activities to “bank” time which they can then withdraw. For example, someone may help another member with gardening for an hour and, in turn, they can be helped for an hour by another member to learn to play the guitar. Members offer a variety of skills and are matched with other members who are in need of those skills.

## Background to this review

We were approached by Liverpool City Council in November 2018 and asked if we could assist with their engagement with users of Mental Health Day Opportunities services.

The Council explained that these services were commissioned by them ten years ago. Since then, the funding has been renewed on an annual basis, however this does not reflect best practice and, as such, services will need to be formally commissioned. The Council were keen to hear from people who use the existing services to gain feedback to inform what services should look like in the future.

## Methodology of this review

### Engagement planning

Prior to the engagement planning we were advised by the Council that they would be carrying out a series of meetings with users of the services as part of their engagement. It was therefore decided that our engagement would take the form of a survey questionnaire. This method would allow people to complete the surveys in their own time. It also meant we could reach those who might be reluctant or unable to attend the meetings arranged by the Council.

We began our engagement planning by having meetings with managers from each of the five providers. We were keen to better understand the specifics of each service and this would help us plan the questions to be included on the survey questionnaires.

We drafted the surveys for each of the services and shared these with both the Council and the five service providers for comment. This process took some time and was done carefully to ensure our questions were appropriate and easily understood.

## Engagement

Once the surveys were finalised these were posted out on our behalf by Liverpool City Council to all those registered as using one of the Mental Health Day Opportunities services. We included a freepost envelope for people to return their completed surveys directly to us. We also produced an online version of the surveys which was accessible via our website.

At Healthwatch Liverpool we are committed to ensuring that everyone is given the opportunity to share their views and experiences. As such, we recognise that people may need or prefer to engage with us in different ways. We therefore offered the following ways in which people could share their views:

- By completing the paper survey and returning in a prepaid envelope
- By completing the online version of the survey
- By completing the survey over the telephone with one of our staff
- By completing the survey in person with one of our staff

We gave explanations of these options on the front page of each of the surveys.

## Responses

The response rate is measured by the number of surveys completed. The response rate for each of the services is as follows:

	Number of surveys posted out	Number returned (paper)	Number returned (online)	Response rate
<b>Liverpool Roots Trust</b>	<b>24</b>	<b>17</b>	<b>0</b>	<b>71%</b>
<b>Our Time (Richmond Fellowship Timebank)</b>	<b>34</b>	<b>9</b>	<b>0</b>	<b>26%</b>
<b>Mary Seacole House</b>	<b>71</b>	<b>18</b>	<b>0</b>	<b>25%</b>
<b>PSS</b>	<b>378</b>	<b>76</b>	<b>6</b>	<b>22%</b>
<b>Imagine Independence</b>	<b>175</b>	<b>17</b>	<b>0</b>	<b>10%</b>
<b>Overall</b>	<b>682</b>	<b>137</b>	<b>6</b>	<b>21%</b>

## Analysis of responses

The overall response rate has been good at 21%, however there is a big variation in response rates across the services. The fact that the services have very different numbers of clients will have played a part in the discrepancy.

The responses have been collated and analysed using techniques borrowed from thematic analysis. Despite the variable response rates across the different services, there are clear themes which have been identified.

These themes will be highlighted and discussed in this report.

# Key findings

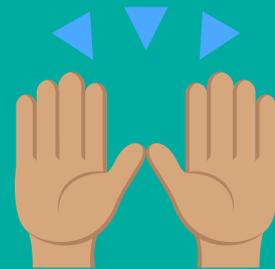
Based upon the responses of those who completed the surveys, the key findings are as follows:

People appear to enjoy general activities such as art and cookery classes.



It is possible that these are more popular than mental-health specific activities but this needs further investigation.

People really value the ability to socialise with other people and the support of caring staff.



People also value having a safe and non-judgemental space and the services give them an opportunity to get out of the house.



People feel that the services have enabled them to improve or maintain their mental health.



The services also help to build people's confidence and allows them to develop friendships.



People would like to see the services extended to include a greater range of activities, longer opening hours and increased funding



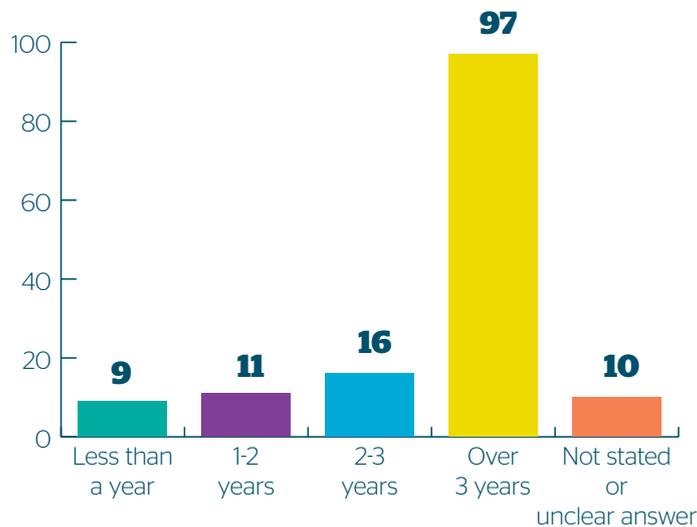
A majority of people do not access any other activities outside of the services.

This is due to anxiety, particularly about meeting new people, and also cost.

# Survey Results

## How long have you been coming to the service?

A free text box was provided for the answer to this question and the answers have been grouped into categories.

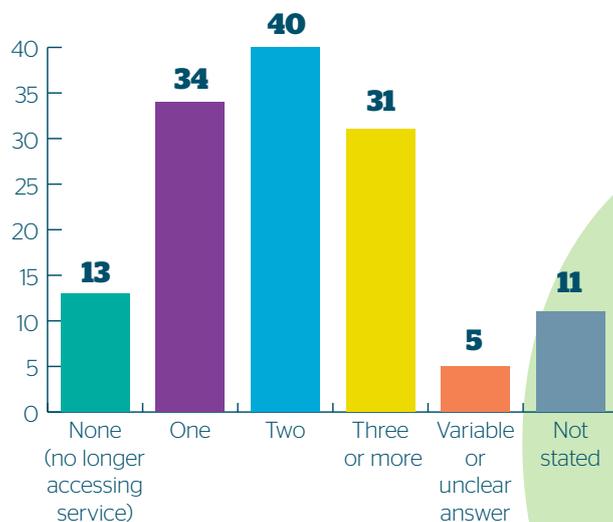


As can be seen from the graph above, the majority of those who responded to the survey have been attending their respective service for over 3 years.

## On average, how many activities provided by the service do you take part in each week?

**This question is applicable for all services except Our Time where there is no set schedule meaning engagement with the service is more flexible and directed by the individual. A separate question was asked on the Our Time survey and the results are shown in a separate section below.**

A free text box was provided for the answer to this question and the answers have been grouped into categories.



As can be seen from the graph above, there is a wide range of attendance from one to three or more activities each week.

**The following four questions were asked for those attending Our Time only.**

**On average, how many hours do you give to Our Time each month?**

A free text box was provided for the answer to this question. The number of responses was relatively low (nine in total), therefore there is no need to categorise them and all of the answers are as follows:

- None
- 1.5 hours
- 2 hours
- 2 hours
- 3 hours
- At least 5 hours
- Not stated
- It varies according to the state of my mental health.
- Not stated

**What tasks / activities do you get involved with to give time to Our Time?**

A free text box was provided for the answer to this question.

The tasks/activities mentioned in the responses range from flower arranging to befriending and dog walking. Three of the respondents mentioned attending steering group meetings for the service.

Due to the activities mentioned being very specific we have chosen not to include them in this report as it may be possible to identify individuals from this information.

**On average, how many hours do you withdraw from Our Time each month?**

A free text box was provided for the answer to this question and all of the answers are as follows:

- None
- None
- None
- 2
- 3
- Loads
- Depends on my mental health.
- Not stated
- Not stated

**What tasks / activities do you get involved with to withdraw time from Our Time?**

A free text box was provided for the answer to this question.

Again, the responses indicate that people get involved with a wide range of activities. Three of the respondents mentioned using the service for social contact in order to support their mental health.

Again due to the activities mentioned being very specific we have chosen not to include them in this report as it may be possible to identify individuals from this information.

The following two questions were asked for those attending all services **except Our Time**.

## What do you take part in?

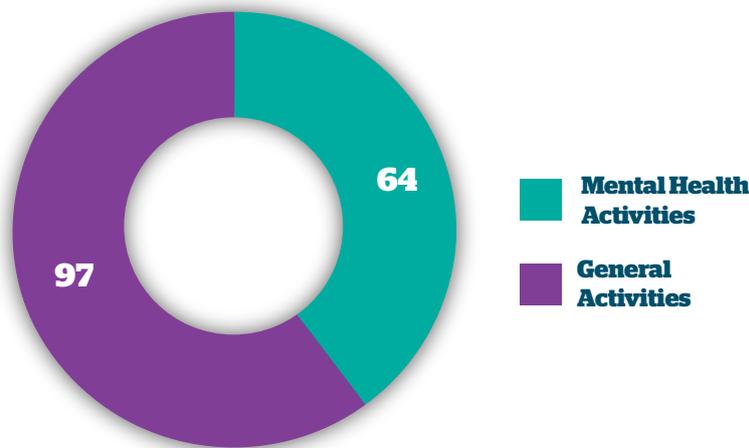
A free text box was provided for the answer to this question.

Respondents gave details of a wide range of activities across the different services, everything from courses about anxiety to poetry groups.

When analysing the responses we noticed that the activities fell into two distinct categories: mental health specific activities (such as courses about anxiety or depression) and general interest activities (such as reading groups and art courses). Of course, it is likely that any kind of leisure and social interaction will be beneficial for an individual's mental health, so this distinction is concerned with whether the activity has an explicit mental health focus.

We are aware that some services require new members to take part in a mental-health specific course related to their condition (such as understanding anxiety) before they are able to access the general interest activities, therefore this may have an impact on the numbers.

To investigate this further we counted the number of activities that respondents mentioned in both of the two categories. The results are as follows:



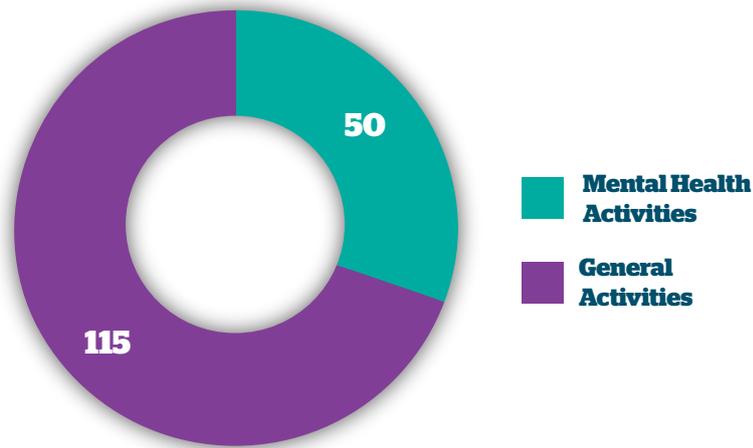
As can be seen above, it appears that respondents take part in more general activities than mental-health specific activities.

**Of all the things you take part in, which do you value the most? This might be the one you enjoy the most or the one you find most beneficial for your health and wellbeing?**

A free text box was provided for the answer to this question.

As with the previous question, respondents gave details of a wide range of activities.

We categorised the different activities in the same way as before, into mental health and general activities, and counted the numbers of each mentioned by respondents. The results are as follows:



As can be seen above, and as with the previous question, there is a larger number for general activities compared to mental health activities.

Based on the responses to the previous two questions it could be suggested that respondents value general activities more than mental-health specific activities. However, this is based on simply counting the number of times each type of activity is mentioned. This is quite a crude method of analysis and the real situation is likely more complex.

Much of the feedback indicates that people consider the general activities to be beneficial for their mental health in terms of connecting with others, particularly with others who also experience mental health difficulties, and getting out of the house. We therefore feel this area would benefit from further investigation and other evidence before conclusions are drawn in relation to the type of activities that are most beneficial for people experiencing mental health difficulties.

The remaining questions were asked of those attending **all services including Our Time.**

## What are the best things about this service?

A free text box was provided for the answer to this question and the responses have been analysed to identify the main themes.

This question was answered by 138 out of 143 total responses.

The main themes from the responses are as follows:

### Socialising with other members

69 people commented that they find meeting and socialising with other members beneficial. Some people expressed that the members support one another. Some of their comments are as follows:

*"The service users offer each other support."*

*"The other ladies. They supported me and were unbelievably friendly."*

*"Meeting people and making new friends."*

*"You meet other people who have had the same problems. It is good to talk and support each other."*

9 of these people specifically mentioned the importance of being able to socialise with other people who experience mental health difficulties. Some of their comments are as follows:

*"What I like best about the service is the fact that I can come into the centre along with other like-minded service users who are also suffering from various mental health problems."*

*"Being with others who experience mental health difficulties."*

### Staff

47 people made positive comments about the staff including the fact that they are friendly, patient and supportive. Some of their comments are as follows:

*"The staff are so understanding of individual needs."*

*"Friendly staff."*

*"The staff are so helpful and supportive, also very understanding."*

*"The staff are fantastic and have guided me and others through difficult times."*

## A safe and non-judgemental space

17 people mentioned the importance of the service providing a safe and non-judgemental space in relation to people with mental health difficulties. Some of their comments are as follows:

*“What I like best about the service is the fact that I can come into the centre along with other like-minded service users who are also suffering from various mental health problems and don’t judge one another.”*

*“Providing a safe place for us to relax and meet new people.”*

*“Somewhere safe to go and be yourself.”*

## Getting out

15 people expressed that attending the service gives them a reason and purpose to getting out of the house. Some of their comments are as follows:

*“They make you leave the house when you really need a purpose to do something.”*

*“It motivates me to get up and go to the class.”*

*“It gets me out of the house.”*

## Courses and activities

11 people mentioned the positive impact of the courses, classes and activities themselves. Some of their comments are as follows:

*“The activities can help take your mind off problems.”*

*“Amazing range of groups and activities.”*

*“Doing the courses as it keeps my mind occupied.”*

## What difference has this service made to your life? How has that changed over time? Are there times when you need it more than others?

A free text box was provided for the answer to this question and the responses have been analysed to identify the main themes.

This question was answered by 138 out of 143 total responses.

The main themes from the responses are as follows:

### Improve or maintain mental health

36 people reported that attending the service has allowed them either to improve or maintain their mental health and wellbeing. Some of their comments are as follows:

*"It helps me with my mental health problems."*

*"It helps me with my stress levels and panic attacks."*

*"Uplifts my low mood and prevents me from becoming unwell again."*

Nine of these people mention learning coping strategies to maintain their mental health. Some of their comments are as follows:

*"Helped me with techniques and tools to manage and cope with my stress and anxiety."*

*"I have been able to understand how my anxiety operates and use mindfulness techniques I've learned to cope with my anxiety."*

## Confidence

17 people stated that attending the service has increased their confidence. Some of their comments are as follows:

*"Helped me to gain confidence."*

*"Have confidence to move on with my life."*

*"It boosts my confidence."*

## Friendship

13 people explained that attending the service has enabled them to develop friendships. Some of their comments are as follows:

*"Meeting new people that can become friends."*

*"Mixing with people I wouldn't have normally become friends with."*

*"It gives me other company and friends when you most need it."*

## Other positive effects

People who responded to the survey mentioned a range of other positive effects from attending the services including feeling calmer (three people), more relaxed (eight people), having improved mood (three people), increased patience (one person), feeling happier (four people) and more positive (three people). Some of their comments are as follows:

*"It helps me to relax."*

*"Calms the mind."*

*"It's made me more patient with others."*

## How could the service be improved?

A free text box was provided for the answer to this question and the responses have been analysed to identify the main themes.

This question was answered by 127 out of 143 total responses.

The main themes from the responses are as follows:

### Extended services

80 people stated that they would like the services to be extended in some way. Of these, 33 people would like to see an increase in the number and range of activities available. Some of their comments are as follows:

*“More things to do.”*

*“Putting extra activities in place.”*

*“Put more activities on.”*

11 people suggested extending the opening hours of the services. Some of their comments are as follows:

*“More stuff at weekends.”*

*“Later time slots or weekend slots.”*

*“Maybe some out of hours activities, opening on evenings and weekends. I find weekends more isolating often.”*

11 people felt that the services could be improved through an increase in funding. Some of their comments are as follows:

*“By funding the centres more.”*

*“It could be improved if more money was put into it.”*

*“Could do with more funding.”*

### Nothing

31 people stated they feel that nothing needs to be improved about the current services. Some of their comments are as follows:

*“No improvements needed. If it works, don’t fix it.”*

*“It is perfect the way it is.”*

*“Everything is ok as it is.”*

## Increased publicity

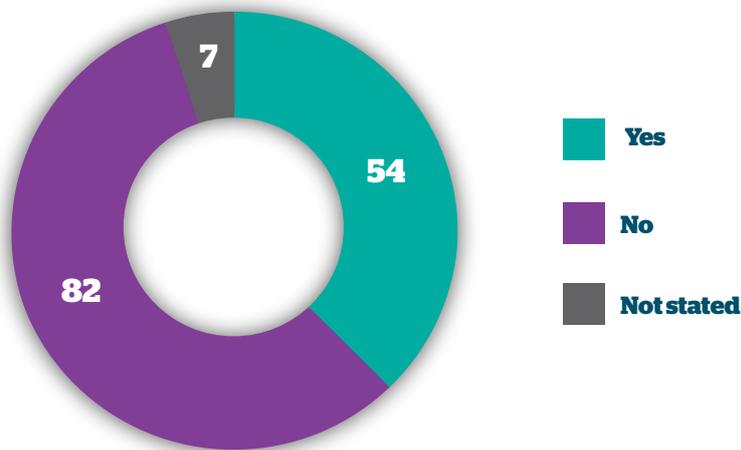
Four people stated they feel the services need to be advertised and promoted more widely to increase awareness amongst the general public. Some of their comments are as follows:

*"I only found out about this service through a friend. I didn't know it existed before she said."*

*"Better advertisement. I was only offered this service through the GP so I was thankful that my doctor made me aware of it."*

## Do you have access to any other groups, activities or support outside of the service?

Tick box options for yes and no were provided for the answer to this question. Respondents also had the option to leave the question unanswered. The results are as follows:



As can be seen from the graph above, the majority of respondents report that they do not attend any activities outside of the Mental Health Day Opportunities service.

### If yes, please give details such as what you access, how often, etc.

A free text box was provided for the answer to this question.

The responses indicate that, for those who do get involved with other activities, they represent a wide range of activities, both mental-health specific (such as support groups) and general interest (such as lunch clubs).

Due to the activities mentioned being very specific we have chosen not to include them in this report as it may be possible to identify individuals from this information.

## If no, what has stopped you from getting involved with groups, activities or support outside of the service?

A free text box was provided for the answer to this question and the responses have been analysed to identify the main themes.

Of the 82 people who indicated that they did not attend outside activities, this question was answered by 76 people.

The main themes from the responses are as follows:

### Anxiety

24 people mentioned anxiety as the main reason that they don't attend activities outside of the service. Of these, 18 people specifically mentioned anxiety about meeting new people. Some of their responses are as follows:

*"Very anxious about meeting new people."*

*"Meeting other people makes me anxious. I tend to over-think everything, makes life very difficult for me."*

*"Because I feel scared and anxious meeting new people."*

### Cost

10 people stated that cost was a factor in them not accessing anything outside of the service. Some of their comments are as follows:

*"I have a lack of money."*

*"Money, costs."*

*"Cost is very relevant."*

### Not aware of other activities

Eight people stated that they are not aware of any other activities that they could access. Some of their comments are as follows:

*"Not aware of other groups in the area."*

*"I don't really know of other groups."*

## Lack of time

Seven people stated that they do not have time for other activities. This is due to a variety of reasons including having other commitments in relation to work, family or being a carer. Some of their comments are as follows:

**“Don’t have time.”**

**“Availability due to my working hours.”**

## Please share any other comments you might have

A free text box was provided for the answer to this question and the responses have been analysed to identify the main themes.

This question was answered by 98 out of 143 total responses.

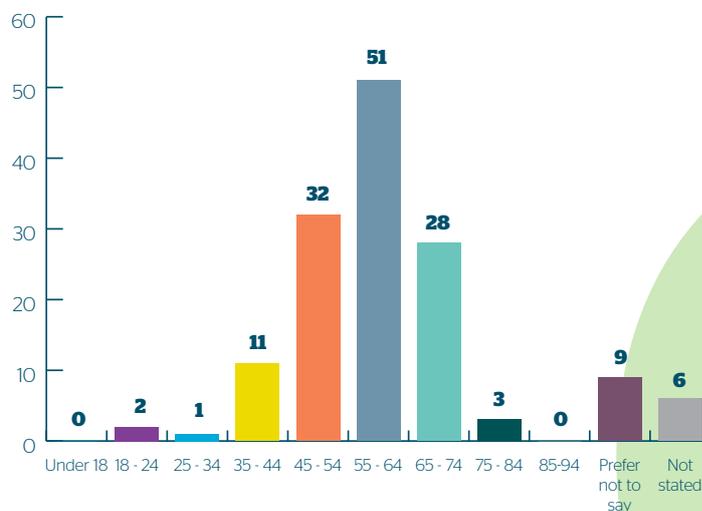
The themes identified within these answers echo the themes identified in answers to previous questions. No new themes were identified. The themes include positive comments about the services and descriptions of how the services have been beneficial. The issue of funding also came up with some people calling for increased funding for the services.

## Equality and Diversity questions

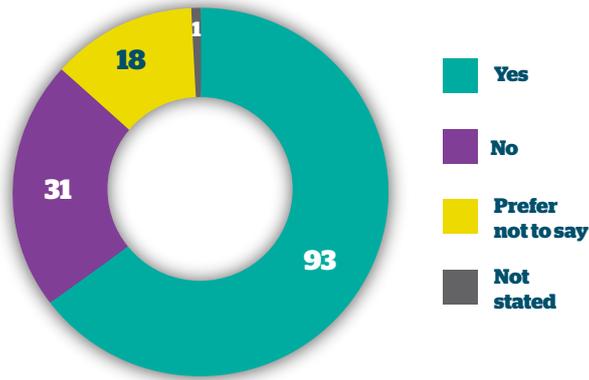
In this section of the survey we asked for basic demographic details. This is to ensure that we have received responses from a wide variety of those who make use of the Mental Health Day Opportunities services.

Liverpool City Council can compare this data from our survey responses with the data that they hold about those who are registered to use the services to see if there are any gaps in responses from certain demographics. This can then be used to inform any future engagement on this topic.

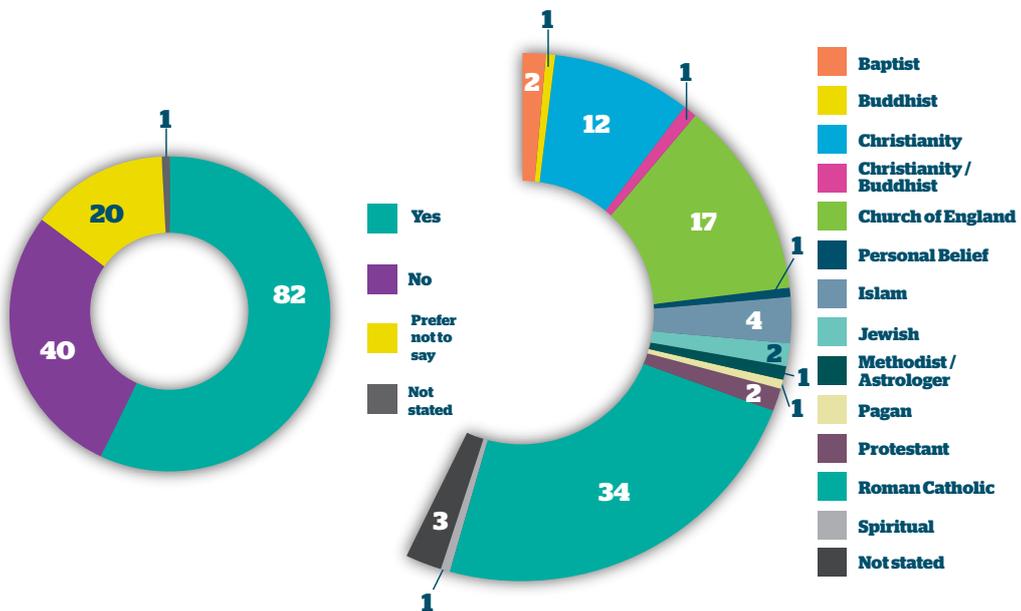
### Age



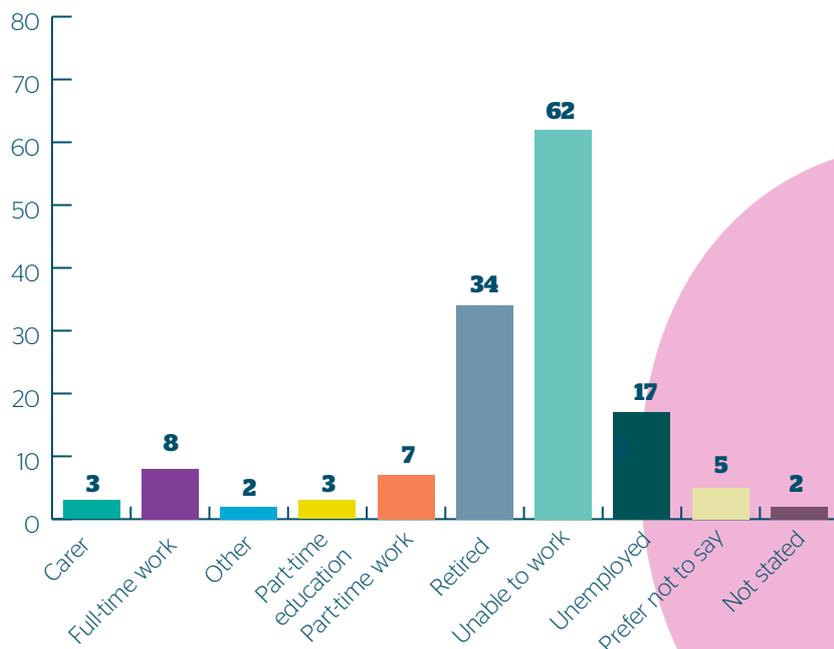
### Do you consider yourself to have a disability?



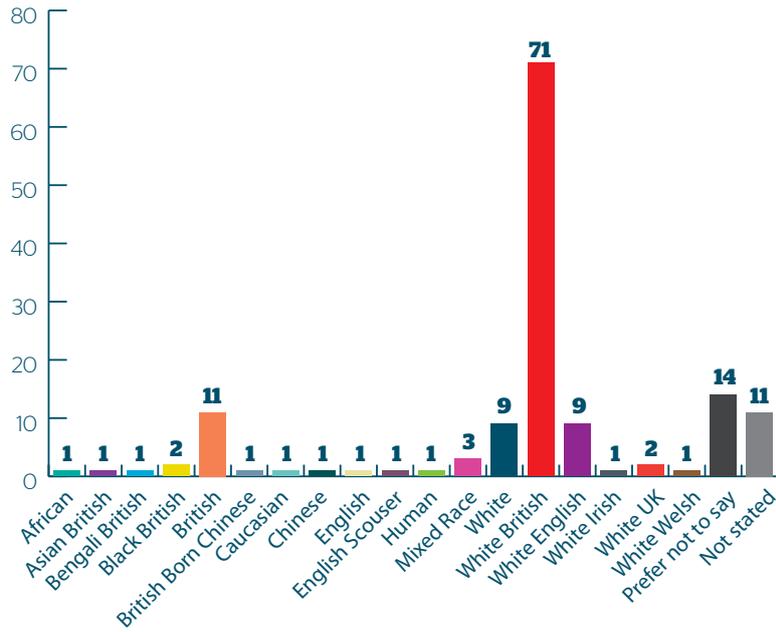
### Do you consider yourself to have a religion or belief?



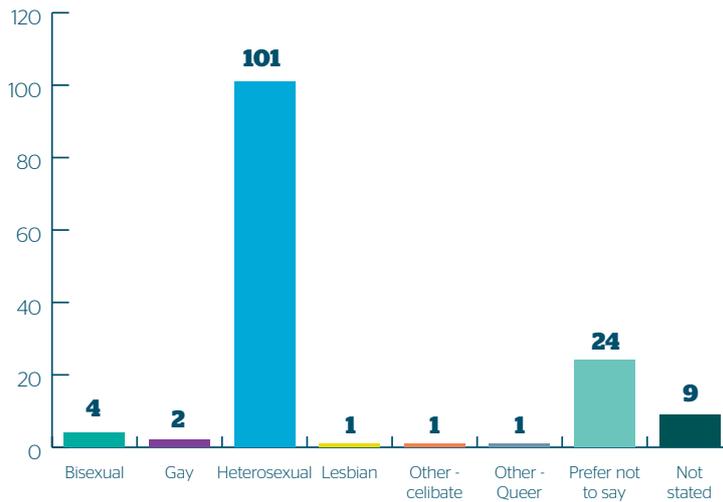
### Which best describes your situation?



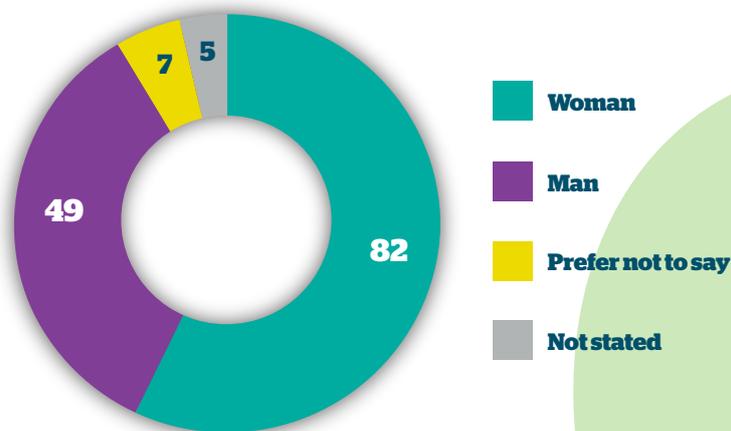
### How would you describe your race or ethnicity?



### How would you describe your sexual orientation?

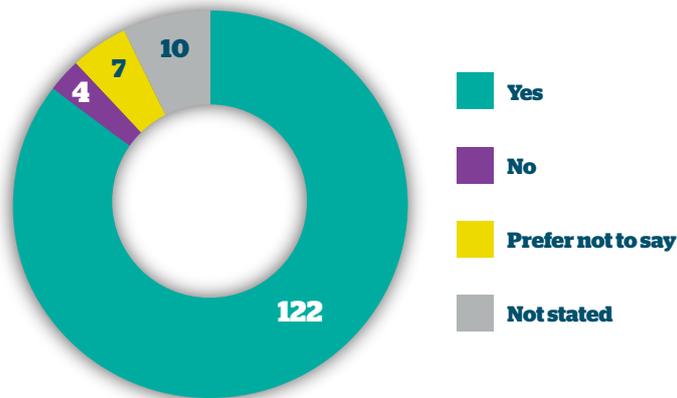


### Which of the following describes how you think of yourself?



We also had an option for "In another way" but nobody chose this.

## Is your gender identity the same as that you were given at birth?



## About Healthwatch Liverpool

Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool. We're here to make sure that those running services put people at the heart of care.

One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.

We also work with neighbouring local Healthwatch to gather patient experiences from a wider local footprint when it is useful to do so.

At Healthwatch Liverpool we also provide a dedicated information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.



# Appendix A - Survey Questionnaire

## Liverpool Roots Trust

1. How long have you been coming to Liverpool Roots Trust? (Don't worry if you don't know exactly. An estimate is fine)

2. On average, how many activities provided by Liverpool Roots Trust do you usually take part in each week?

3. What do you take part in?

4. Of all the things you take part in, which do you value the most? This might be the one you enjoy the most or the one you find most beneficial for your health and wellbeing?

5. What are the best things about this service?

6. What difference has this service made to your life? How has that changed over time? Are there times when you need it more than others?

7. How could the service be improved?

Page 2

8a. Do you access any other groups, activities or support outside of Liverpool Roots Trust?  Yes  No

8b. If yes, please give details such as what you access, how often, etc.

8c. If no, what has stopped you from getting involved with groups, activities or support outside of Liverpool Roots Trust? (e.g. don't know about any, cost, other commitments, anxious about meeting new people, etc)

9. Please share any other comments you might have

*Some details about you. We are asking these questions to make sure we are engaging with a wide variety of people. We don't ask for your name, so any information you give is anonymous. If there are any questions you would prefer not to answer then just tick "Prefer not to say".*

Age   Prefer not to say

Do you consider yourself to have a disability?  Yes  No  Prefer not to say

Do you consider yourself to have a religion or belief?  Yes  No  Prefer not to say

If yes, which religion or belief?

Which best describes your situation?  
 Full-time work  Part-time work  Retired  Full-time education  Unemployed  Carer  
 Self-employed  Unable to work  Part-time education  Other   Prefer not to say

How would you describe your race or ethnicity?   Prefer not to say

How would you describe your sexual orientation?  
 Heterosexual  Lesbian  Gay  Bisexual  Other   Prefer not to say

Which of the following describes how you think of yourself?  
 Woman  Man  In another way (please state)   Prefer not to say

Is your gender identity the same as that you were given at birth?  Yes  No  Prefer not to say

Page 3

## Imagine Independence

1. How long have you been coming to Imagine Independence? (Don't worry if you don't know exactly. An estimate is fine)

2. On average, how many activities provided by Imagine Independence do you usually take part in each week?

3. What do you take part in?

4. Of all the things you take part in, which do you value the most? This might be the one you enjoy the most or the one you find most beneficial for your health and wellbeing?

5. What are the best things about this service?

6. What difference has this service made to your life? How has that changed over time? Are there times when you need it more than others?

7. How could the service be improved?

Page 2

8a. Do you access any other groups, activities or support outside of Imagine Independence?  Yes  No

8b. If yes, please give details such as what you access, how often, etc.

8c. If no, what has stopped you from getting involved with groups, activities or support outside of Imagine Independence? (e.g. don't know about any, cost, other commitments, anxious about meeting new people, etc)

9. Please share any other comments you might have

*Some details about you. We are asking these questions to make sure we are engaging with a wide variety of people. We don't ask for your name, so any information you give is anonymous. If there are any questions you would prefer not to answer then just tick "Prefer not to say".*

Age   Prefer not to say

Do you consider yourself to have a disability?  Yes  No  Prefer not to say

Do you consider yourself to have a religion or belief?  Yes  No  Prefer not to say

If yes, which religion or belief?

Which best describes your situation?  
 Full-time work  Part-time work  Retired  Full-time education  Unemployed  Carer  
 Self-employed  Unable to work  Part-time education  Other   Prefer not to say

How would you describe your race or ethnicity?   Prefer not to say

How would you describe your sexual orientation?  
 Heterosexual  Lesbian  Gay  Bisexual  Other   Prefer not to say

Which of the following describes how you think of yourself?  
 Woman  Man  In another way (please state)   Prefer not to say

Is your gender identity the same as that you were given at birth?  Yes  No  Prefer not to say

Page 3

## Mary Seacole House

1. How long have you been coming to Mary Seacole House? (Don't worry if you don't know exactly. An estimate is fine)

2. On average, how many activities provided by Mary Seacole House do you usually take part in each week?

3. What do you take part in?

4. Of all the things you take part in, which do you value the most? This might be the one you enjoy the most or the one you find most beneficial for your health and wellbeing?

5. What are the best things about this service?

6. What difference has this service made to your life? How has that changed over time? Are there times when you need it more than others?

7. How could the service be improved?

Page 2

8a. Do you access any other groups, activities or support outside of Mary Seacole House?  Yes  No

8b. If yes, please give details such as what you access, how often, etc.

8c. If no, what has stopped you from getting involved with groups, activities or support outside of Mary Seacole House? (e.g. don't know about any, cost, other commitments, anxious about meeting new people, etc)

9. Please share any other comments you might have

*Some details about you. We are asking these questions to make sure we are engaging with a wide variety of people. We don't ask for your name, so any information you give is anonymous. If there are any questions you would prefer not to answer then just tick "Prefer not to say".*

Age   Prefer not to say  
 Do you consider yourself to have a disability?  Yes  No  Prefer not to say  
 Do you consider yourself to have a religion or belief?  Yes  No  Prefer not to say  
 If yes, which religion or belief?   
 Which best describes your situation?  
 Full-time work  Part-time work  Retired  Full-time education  Unemployed  Carer  
 Self employed  Unable to work  Part-time education  Other  Prefer not to say  
 How would you describe your race or ethnicity?   Prefer not to say  
 How would you describe your sexual orientation?  
 Heterosexual  Lesbian  Gay  Bisexual  Other  Prefer not to say  
 Which of the following describes how you think of yourself?  
 Woman  Man  In another way (please state)   Prefer not to say  
 Is your gender identity the same as that you were given at birth?  Yes  No  Prefer not to say

Page 3

## Our Time - Richmond Fellowship

1. How long have you been using Our Time? (Don't worry if you don't know exactly. An estimate is fine)

2. On average, how many hours do you give to Our Time each month?

3. What tasks / activities do you get involved with to give time to Our Time?

4. On average, how many hours do you withdraw from Our Time each month?

5. What tasks / activities do you get involved with to withdraw time from Our Time?

6. What are the best things about this service?

7. What difference has this service made to your life? How has that changed over time? Are there times when you need it more than others?

8. How could the service be improved?

Page 2

9a. Do you access any other groups, activities or support outside of Our Time?  Yes  No

9b. If yes, please give details such as what you access, how often, etc.

9c. If no, what has stopped you from getting involved with groups, activities or support outside of Our Time? (e.g. don't know about any, cost, other commitments, anxious about meeting new people, etc)

10. Please share any other comments you might have

*Some details about you. We are asking these questions to make sure we are engaging with a wide variety of people. We don't ask for your name, so any information you give is anonymous. If there are any questions you would prefer not to answer then just tick "Prefer not to say".*

Age   Prefer not to say  
 Do you consider yourself to have a disability?  Yes  No  Prefer not to say  
 Do you consider yourself to have a religion or belief?  Yes  No  Prefer not to say  
 If yes, which religion or belief?   
 Which best describes your situation?  
 Full-time work  Part-time work  Retired  Full-time education  Unemployed  Carer  
 Self employed  Unable to work  Part-time education  Other  Prefer not to say  
 How would you describe your race or ethnicity?   Prefer not to say  
 How would you describe your sexual orientation?  
 Heterosexual  Lesbian  Gay  Bisexual  Other  Prefer not to say  
 Which of the following describes how you think of yourself?  
 Woman  Man  In another way (please state)   Prefer not to say  
 Is your gender identity the same as that you were given at birth?  Yes  No  Prefer not to say

Page 3

**PSS**

1. How long have you been coming to PSS?

(Don't worry if you don't know exactly. An estimate is fine)

2. On average, how many activities provided by PSS do you usually take part in each week?

3. What do you take part in?

4. Of all the things you take part in, which do you value the most? This might be the one you enjoy the most or the one you find most beneficial for your health and wellbeing?

5. What are the best things about this service?

6. What difference has this service made to your life? How has that changed over time? Are there times when you need it more than others?

7. How could the service be improved?

Page 2

8a. Do you access any other groups, activities or support outside of PSS?

 Yes  No

8b. If yes, please give details such as what you access, how often, etc.

8c. If no, what has stopped you from getting involved with groups, activities or support outside of PSS? (e.g. don't know about any, cost, other commitments, anxious about meeting new people, etc)

9. Please share any other comments you might have

*Some details about you. We are asking these questions to make sure we are engaging with a wide variety of people. We don't ask for your name, so any information you give is anonymous. If there are any questions you would prefer not to answer then just tick "Prefer not to say".*

Age   Prefer not to say

Do you consider yourself to have a disability?  Yes  No  Prefer not to say

Do you consider yourself to have a religion or belief?  Yes  No  Prefer not to say

If yes, which religion or belief?

Which best describes your situation?

Full-time work  Part-time work  Retired  Full-time education  Unemployed  Carer

Self employed  Unable to work  Part-time education  Other  Prefer not to say

How would you describe your race or ethnicity?   Prefer not to say

How would you describe your sexual orientation?

Heterosexual  Lesbian  Gay  Bisexual  Other  Prefer not to say

Which of the following describes how you think of yourself?

Woman  Man  In another way (please state)   Prefer not to say

Is your gender identity the same as that you were given at birth?  Yes  No  Prefer not to say

Page 3