

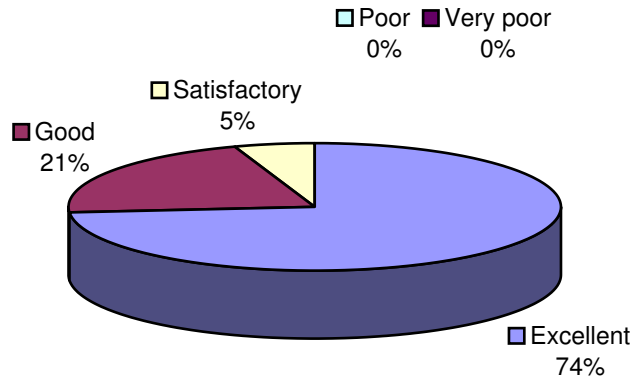
**EPSOM & EWELL CITIZENS ADVICE BUREAU
Mental Health Outreach**

2010 SURVEY RESULTS - CLIENTS

The survey was carried out in August 2010 and forms were sent to 29 clients of whom 19 (66%) had responded by 1st September 2010. The percentages in the tables below are based on the total of 19.

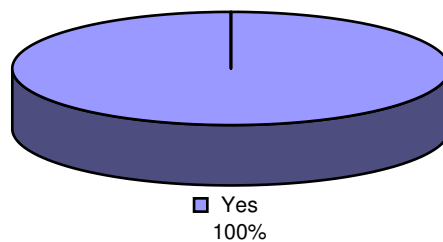
1. Was the Service you received:

Excellent	Good	Satisfactory	Poor	V poor	Total
14	4	1	0	0	19



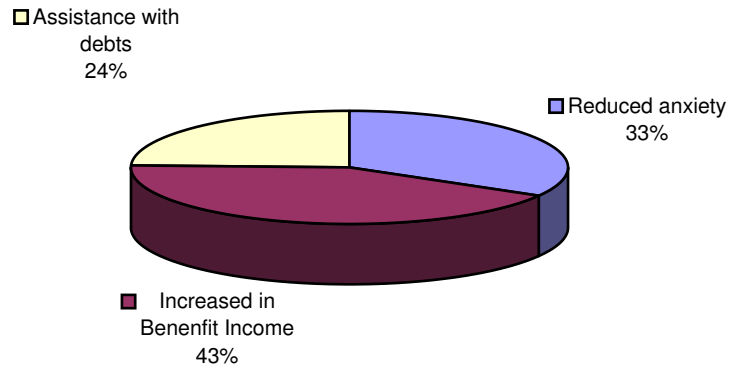
2. Do you feel that the service has helped to improve your quality of life through the advice and support given?

Yes	No	No reply	Total
19	0	0	19



If you answered yes, please say how by ticking one or more of the boxes below

Reduced anxiety	15
Increased in Benefit Income	19
Assistance with debts	11



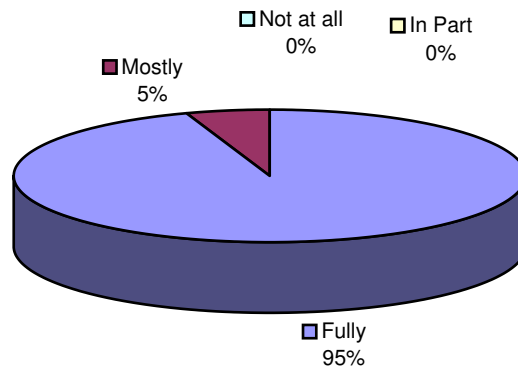
If you answered no, please give details

All clients answered yes.

4 clients provided comments. Please see AppendixA

3. How well did the Service meet your needs?

Fully	Mostly	In part	Not at all	Total
18	1	0	0	19



Please briefly tell us more about your experience

6 clients told of their experience. Please see Appendix A for the comments received.

4. Have you found our Service easy to access?

Yes	No	Total
18	1	19

4 clients commented, Please see AppendixA

5. Do you have any other comments?

8 clients contributed comments. Please see Appendix A for details.