



# SERVICE EVALUATION 2014/15

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“Without Health in Mind I wouldn't be where I am in my life right now. It has given me the insight and strength I needed to start to move on. I will be eternally grateful.”

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Completed June 2015

# WELCOME

We are delighted to share our fifth evaluation report for Health in Mind, for 2014/15.

The survey was sent out to just over 600 people using our services. Our thanks to the 168 people who completed and returned the survey - roughly 1 in 4 of you. Each and every comment will be read by the Manager of your service and the Chief Executive.

Responses to the survey were received for the following services and they are represented in this survey:

- ◆ **re:discover Befriending**
- ◆ **Community Connecting**
- ◆ **CSA Counselling**
- ◆ **Craigmillar Counselling**
- ◆ **Trauma Counselling Line Scotland**
- ◆ **Guided Self-Help**
- ◆ **Oasis**
- ◆ **Orchard Centre Services**
- ◆ **Pathway (Men)**
- ◆ **Support, Accommodation and Respite Service (SARS)**
- ◆ **Community Navigator**
- ◆ **Leith Housing Support Service**
- ◆ **MAPS**

A full breakdown showing the number of responses from each service can be found on page 18.

If you chose not to take part in the survey but would like to provide feedback on any aspect of the service you receive from Health in Mind, you can still do this by contacting your Service Manager or e-mailing [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk).

## SUMMARY

The questions were the same as last year, so we have been able to make direct comparisons.

Once again, we are pleased to see how positive the results are! If you are new to Health in Mind, or considering using our services, we hope that you will be reassured by how highly the people who use our services rate us, giving us around 90% in the following key areas of our work:

- ◆ Feeling listened to
- ◆ Being approachable
- ◆ Supporting you to achieve your goals
- ◆ Dealing with your concerns
- ◆ Keeping timely appointments
- ◆ Responding to your needs
- ◆ Improved choice of groups
- ◆ Communicating effectively with you...

**... And 94% of you would recommend us to a friend!**

Of the nine areas we asked you about, our performance was within one per cent of the previous year – sometimes higher, sometimes lower. We are pleased with this consistency. The exception to this was with regard to communication, where this year, 94% of you felt that we communicate effectively with you, compared to 91% last year. Communication is always a challenge and some of our services are now producing their own newsletters, which seem to have helped to keep you up to date.

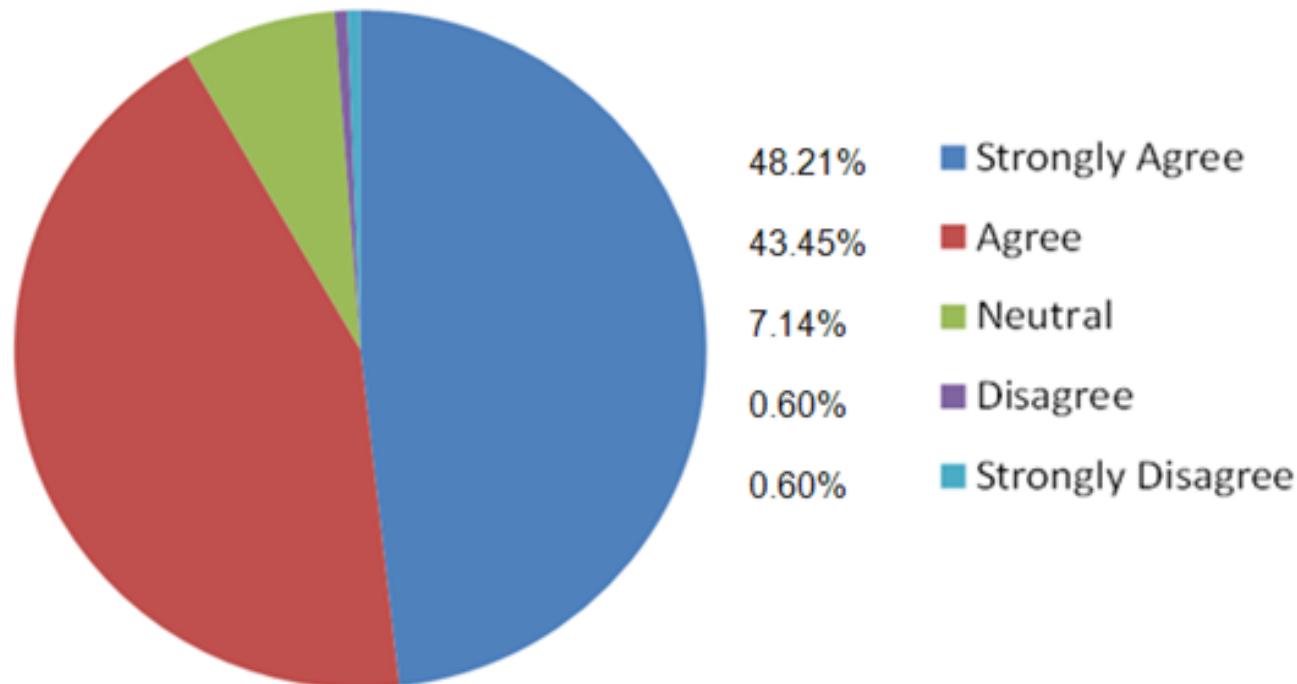
We included a question on the choice of groups being offered in this feedback because we understand how important the groups are to people using services who offer them.

As always, your comments about the services supporting you and your suggestions for improvements were inspiring. It is wonderful to hear what a positive difference our staff and volunteers have made to the lives of so many people. Volunteers are increasingly involved in our work,

# RESPONDING TO YOUR NEEDS – “THE SERVICE RESPONDS WELL TO MY NEEDS”

The vast majority, almost **92%**, of people who answered this question felt their Service responds well to their needs – this is almost two per cent higher than last year.

Two people felt that that their service was not responsive, which is better than last year (4 people).



## Your comments

**“I have come a long way since my initial contact with Health in Mind and I feel that without M’s professional and caring help and understanding I may have not got to where I am today.”**

**“The service has really helped me with my son. They have given me more time—someone to talk to my worries about what will happen to him. If it wasn’t for the service I would not have been able to cope, so thanks for the service. ”**

**“This group has given me more confidence to be ME again, even though family problems are still ongoing, but I’m coping with that a lot easier.”**

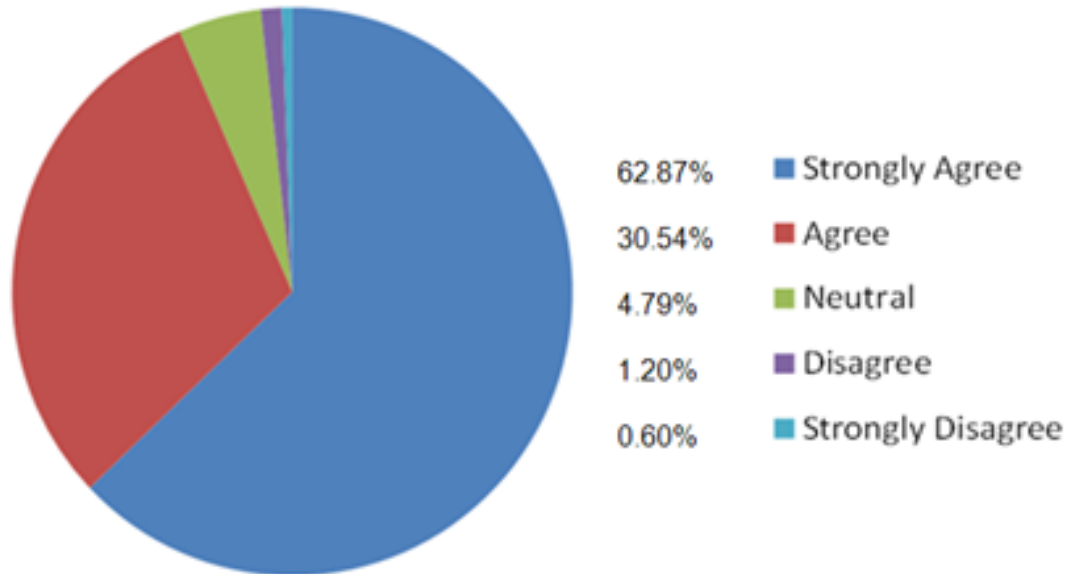
# LISTENING TO YOUR VIEWS/NEEDS -

## “I FEEL LISTENED TO IN THE SERVICE THAT I USE”

Feeling listened to is fundamental to our relationships, whether you are someone who uses our services, a volunteer or a staff member. Our ability to support you is based on listening and acting on what you tell us, so we were pleased that 93% of you agreed that you feel listened to. This compares with 94% last year.

We want you to feel that you can speak openly to us and give us feedback, both positive and negative. Your comments help us to do more of the right thing, as well as identifying where we can do better.

We have an open policy on communication and are always keen to hear your views, whether it is regarding the service you are receiving or other aspects of Health in Mind. If you do not feel comfortable speaking directly to your usual contact at Health in Mind, you can e-mail [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk) or call 0131 225 8508 and ask for the Service Manager—for contacts see pages 19—23.



### Your comments

**“I feel that I am being listened to and given opportunities to help me move forward.”**

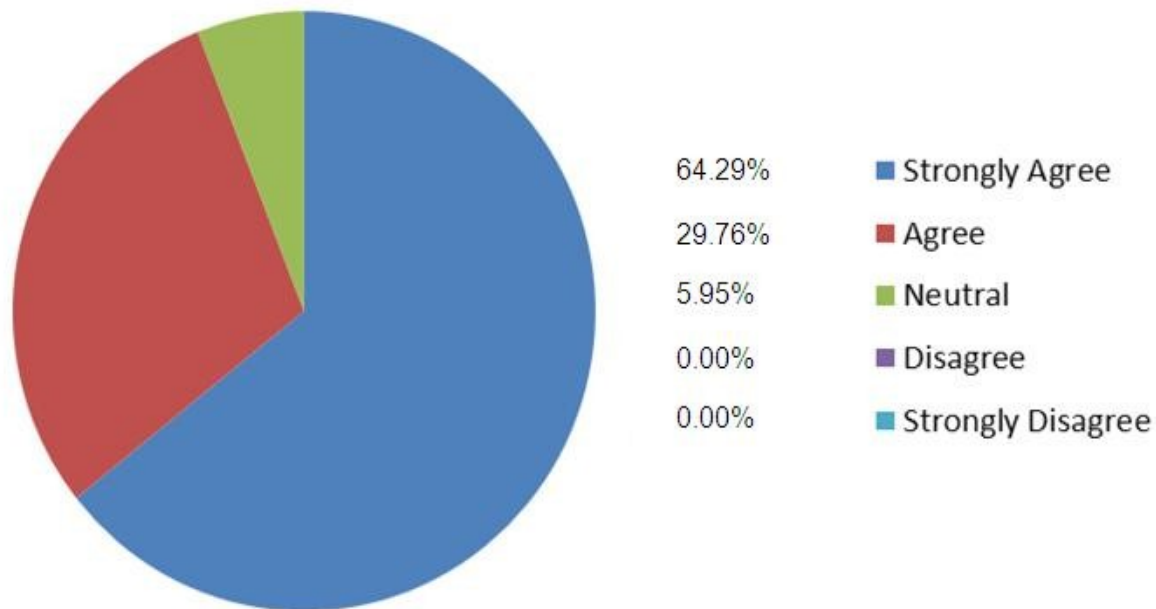
**“I have always been listened to and never judged. I have been made to feel welcome when I attend.”**

**“I think the service is very helpful. I feel as if the staff here are interested to know how the people that use this service are getting on.”**

# ARE WE APPROACHABLE? - “I FEEL THAT THE STAFF AND VOLUNTEERS ARE APPROACHABLE IN THE SERVICE THAT I USE”

We want you to find us easy to talk to, whether it is face to face or on the telephone. Of the people who answered this question, **94%** felt that staff and volunteers are approachable, which is slightly down on last year. No-one disagreed, which is an improvement on last year.

We know that when staff change, it can be daunting when ‘phoning or meeting people. We will continue to look at how to we can communicate better with you if we know changes will be happening.



## Your comments

**”My only comment is that the Orchard Centre staff are the best, they always find time for a chat or to help my time spent there. Has helped me through so many bad times over the past few years. ”**

**“It has helped me to feel I am worth it, to be strong when things or life seems un-copeable. ”**

**“They give you people to listen to you, support you, they understand and help you.”**

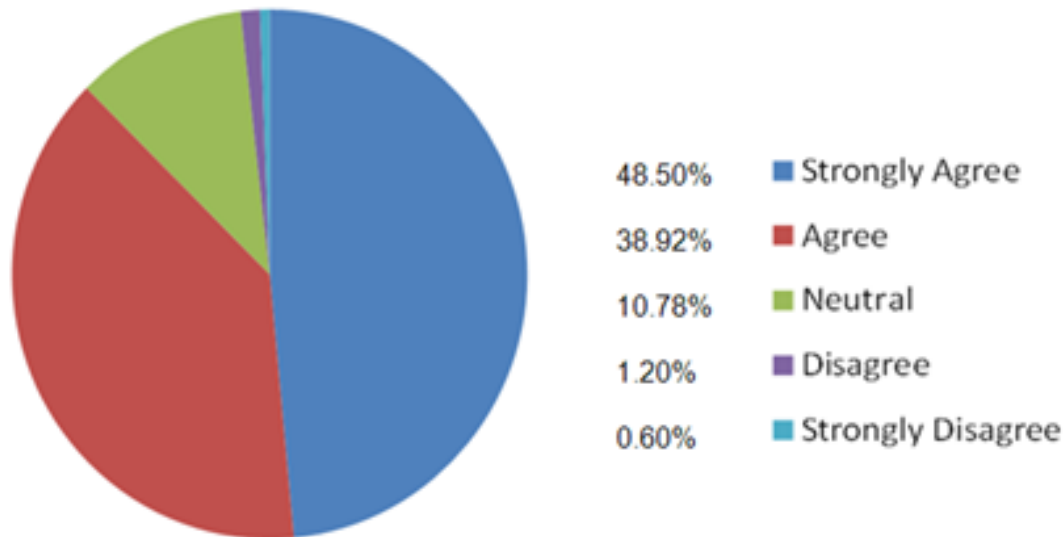
**“Staff help with a lot of my problems. I enjoy meeting friends in the centre. I would like more outings arranged through the centre.”**

# SUPPORTING YOU TO ACHIEVE YOUR GOALS -

## “I FEEL THE SERVICE IS SUPPORTING ME TO ACHIEVE MY GOALS”

87% of people responding felt that they are supported to achieve their goals, compared with 88% last year.

In order to help you achieve the changes you want in your life, we will work with you to identify your goals /outcomes



### Your comments

**“Staff have made suggestions about how I can use the centre and groups outwith.”**

**“I would like to thank everyone within Health in Mind and especially to S who has helped me greatly in getting my mind back in working order so that I can live as normal life a possible. Keep up the good work. ”**

**“I have enjoyed the groups I have participated in which has helped build my confidence. I have particularly enjoyed the outdoor activities.”**

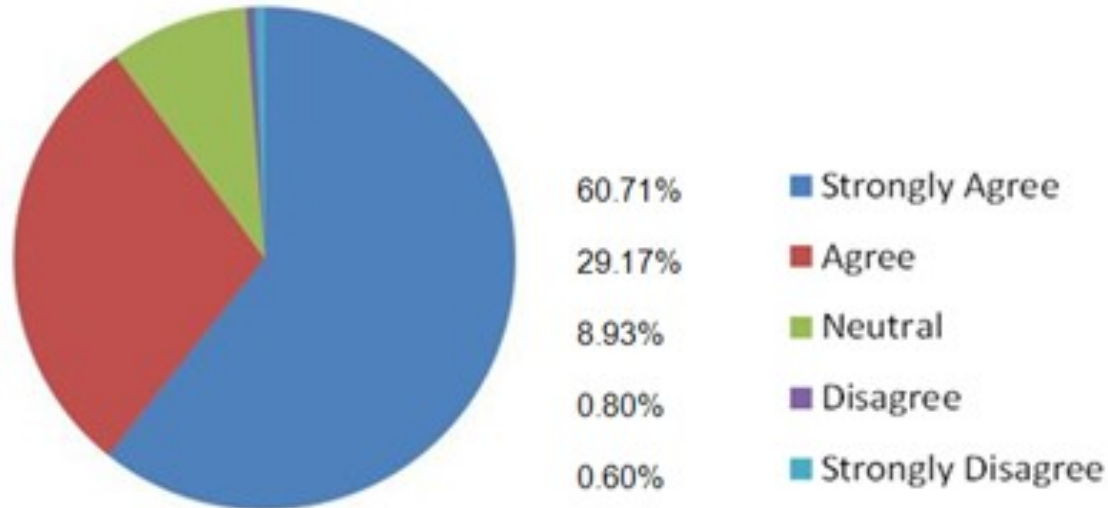
**“Without Health in Mind I wouldn't be where I am in my life right now. It has given me the insight and strength I needed to start to move on. I will be eternally grateful.”**

# DEALING WITH YOUR CONCERNS - “MY VIEWS AND WORRIES ARE TAKEN SERIOUSLY”

The majority of the 168 people (almost 90%) who answered this question felt their views and worries had been taken seriously, with 2 people disagreeing and the rest neutral. These figures are slightly lower than last year (91%), but more people responded.

We hope you can resolve any issues or concerns informally by chatting them through with your Support Worker or Volunteer. If you do not feel comfortable doing this, please don't keep it to yourself as there are others who can help.

Please refer to pages 19-23 at the back of this report for details of the manager of your service or you can write to our Chief Executive, Gwenn McCreath at Health in Mind, 40 Shandwick Place, Edinburgh EH2 4RT.



## Your comments

**“I have been, and continue to be helped enormously by the telephone counsellor A. She shows great understanding and skill and knowledge when helping me. I could not have hoped for more in a counsellor.”**

**“Good service. At first I was shy and didn't like talking with strangers, but now I don't know what I'd do without N.”**

**“I have a very good support worker. We work well together and she helps me with anything I need help with. R understands me and my needs”**



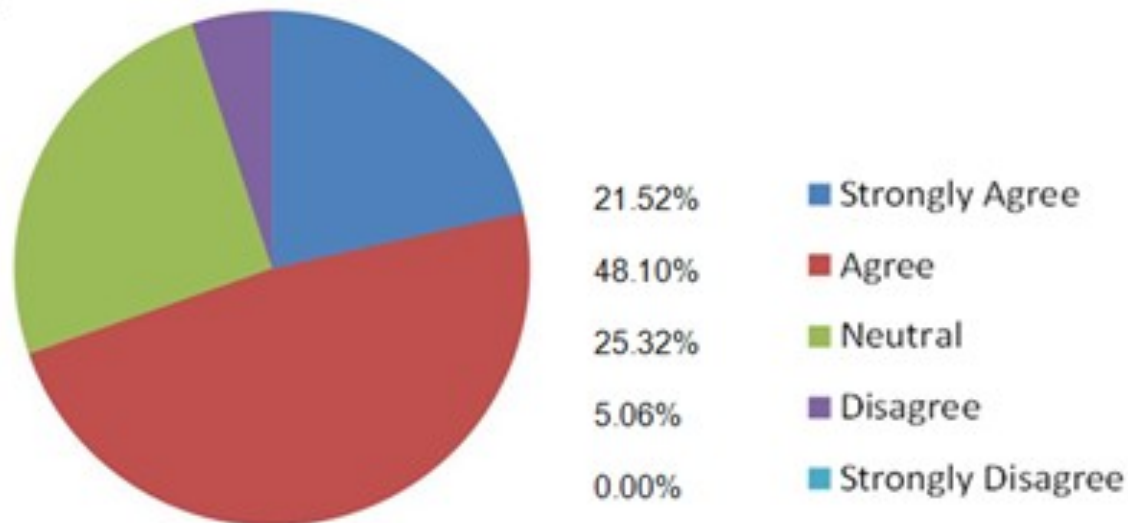
## OFFERING CHOICE -

# “I FEEL THE CHOICE OF GROUPS HAS IMPROVED OVER THE PAST YEAR”

Not every service provided by Health in Mind offers groups for you to join. 79 people responded to this question with the majority (70%) and they felt the choice of groups had improved over the past year. Four people disagreed and the rest were neutral.

We welcome your views and where possible, we will endeavour to set up appropriate groups to meet your needs.

If you would like to make any suggestions, please refer to pages 19-23 at the back of this report for details of the manager of your service or you can write to our Chief Executive, Gwenn McCreath at Health in Mind, 40 Shandwick Place, Edinburgh EH2 4RT.



### Your comments

**“Always something on in the centre I can join in with.”**

**“I have found that the group has become more organized and attractive in recent months.”**

**“The Orchard Centre and groups have enabled me to live better with my condition.”**

**“I wish to simply convey my thanks for the opportunities and support which Health in Mind provides. It is so very helpful and is helping me to improve my life.”**

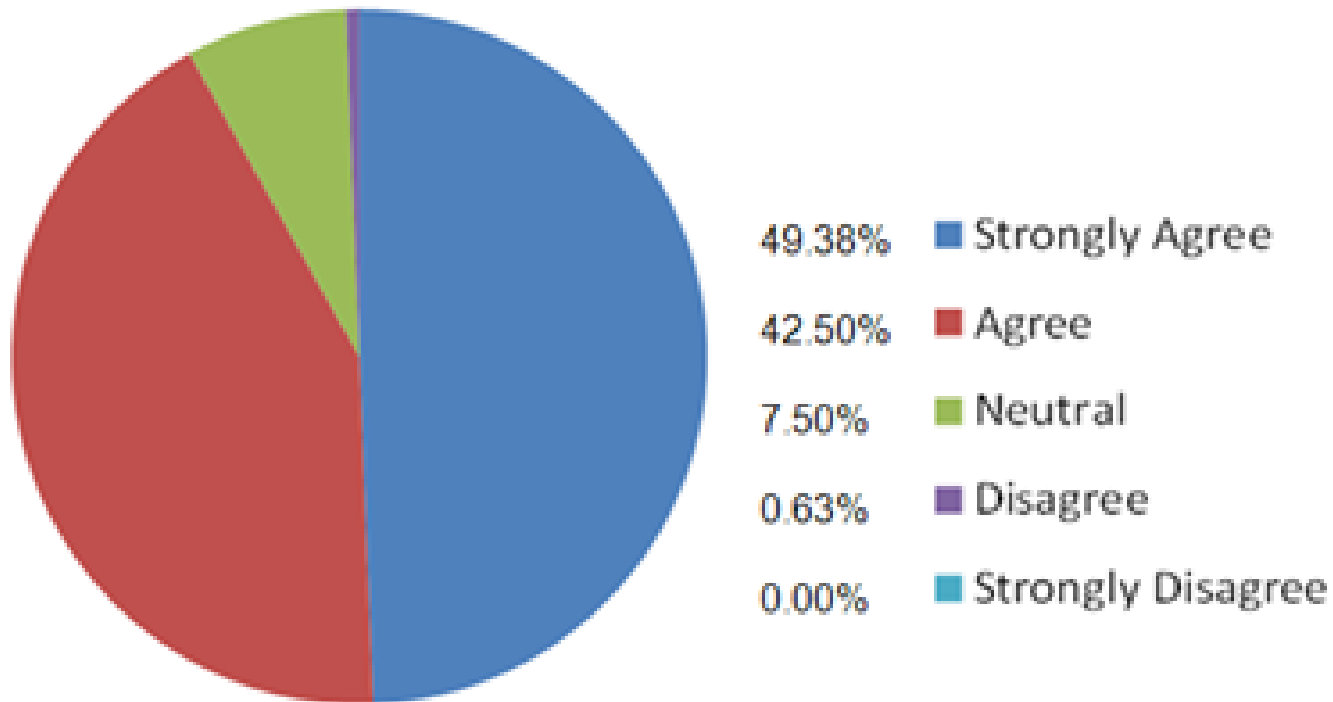
**“Has been important to providing structure/ interests to week. A reason to get out.”**

## APPOINTMENTS -

# “MY APPOINTMENTS ARE USUALLY AT A CONVENIENT TIME AND PLACE”

We always try to accommodate what works best for you in terms of when and where to meet.

**92%** of you agreed that your appointments are usually at a convenient time and place, compared with 93% last year. Only one person disagreed.



### Your comments

“Health in Mind has always kept into account how I felt about the service and listened to me. I thought Craigmillar Library wasn’t appropriate for counselling and the next week the session was at the surgery.”

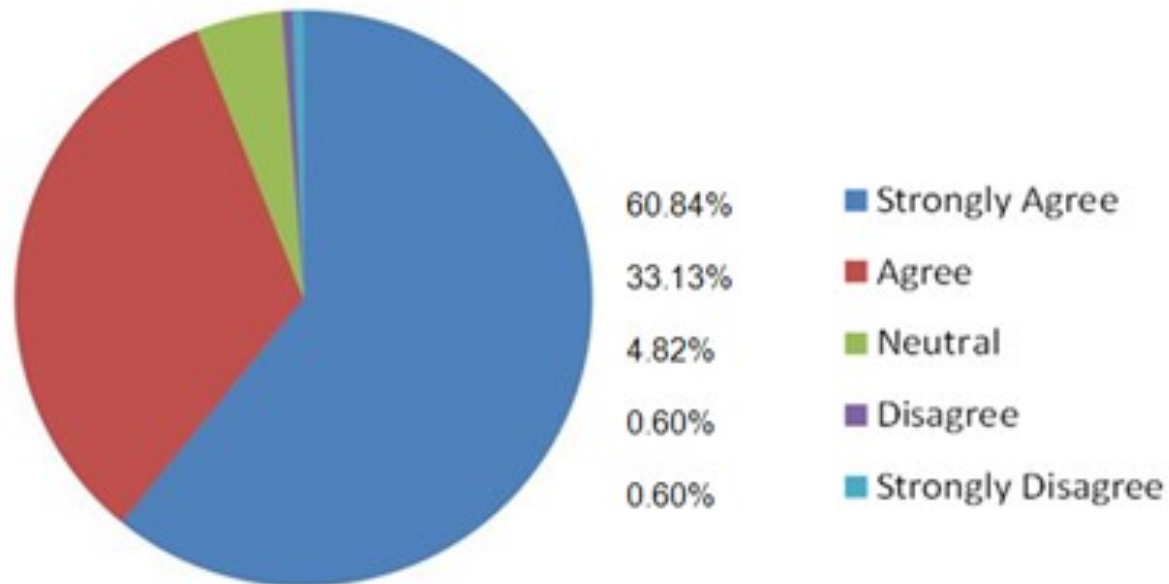
“I really couldn’t fault my particular support worker at all, who as much as possible, offers flexibility regarding appointment times in response to my changing needs...”

“J has been enormously helpful. Unfortunately Craigmillar turned out to be too difficult, taking too much time on buses, but she is now finding another exercise class for me.”

# RECOMMENDING US TO YOUR FRIENDS - “I WOULD RECOMMEND THE SERVICE TO A FRIEND”

We believe that we can get an honest reflection of how you feel about the service through finding out whether you would recommend your service to a friend.

Almost **94%** of you say that you would, which is an increase of 2% (92%) on the previous year. If you were neutral (4.82%) or did not agree (1%), we hope that you will let us know why, so that we can continue to improve!



## Your comments

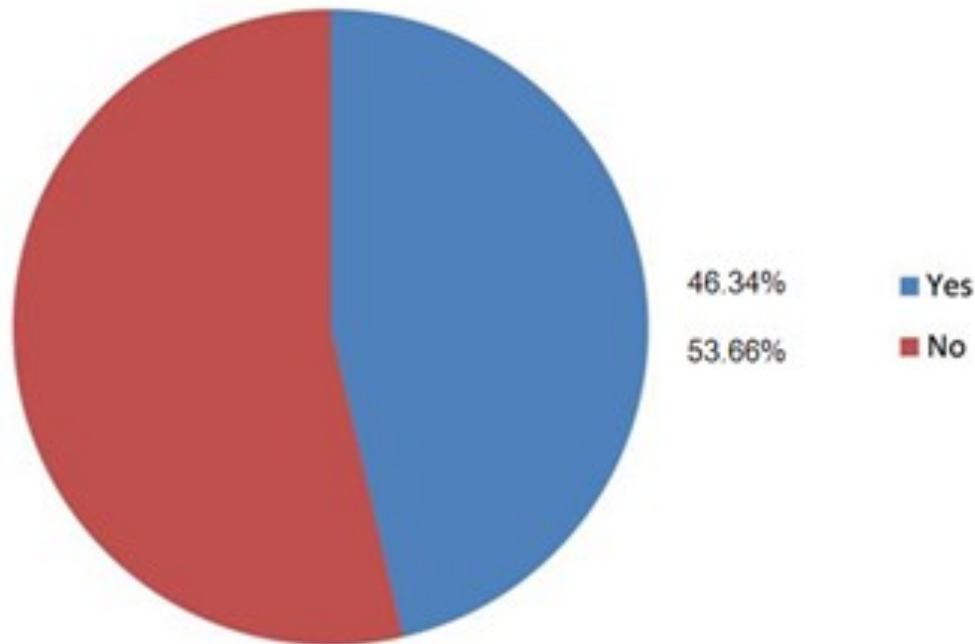
**“I think my counsellor A is brilliant. I have been looking for help for over 20 years and most people (including counsellors) have made it worse = another failure and negative loop. This is the first time I have had someone who shows that they know where I’m coming from, and the approach is bringing healing.”**

**“I honestly don’t know where I would be without the counselling service. My counsellor R has become like a lighthouse, guiding me to safe shores. She encourages me to talk and take control of my life.”**

# KNOWING MORE ABOUT YOUR SERVICE - WE ASKED YOU IF VOLUNTEERS WERE INVOLVED IN YOUR SERVICE

At Health in Mind, volunteers are important to some of our services. Many have experience of living with mental health issues themselves, so have a unique insight and understanding of the people they support and the challenges they face.

Your replies told us that 46.34% were engaging with services with volunteers and 53.66% without.



## Your comments

**“They are there when you need advice or even just a chat. They are helpful in many ways.”**

**“Good contribution. Very worthwhile for us and them.”**

**“They make a lot of difference.”**

**“Volunteers provide extra support, and I know they're doing this because they want to and care enough to give their time. This is inspiring and encouraging.”**

**“They make a big difference—I'd be isolated without support.”**

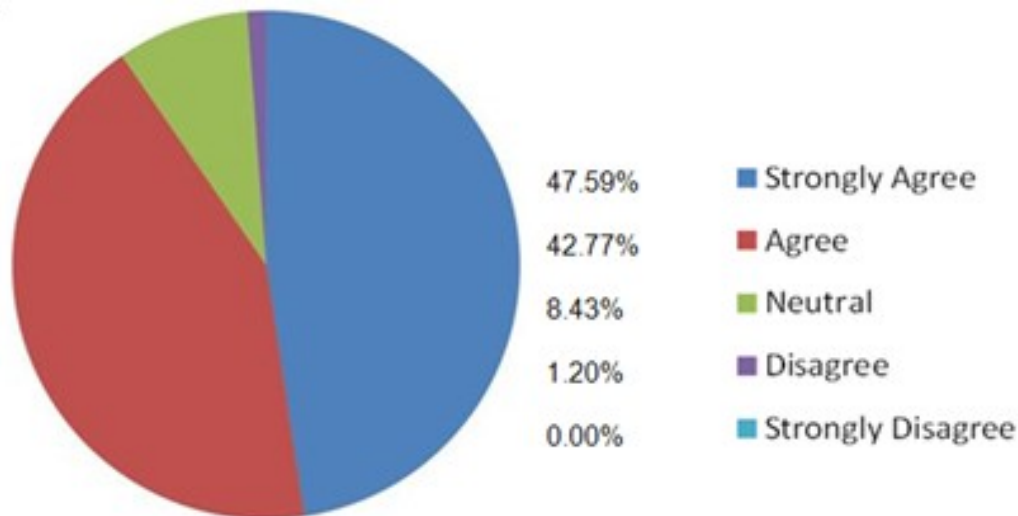
**“Just make you feel at ease.”**

## KNOWING HOW TO HELP YOU -

# “I FEEL THAT STAFF/VOLUNTEERS KNOW HOW TO HELP ME”

The majority, **90%**, felt their support worker or volunteer does know how to help them. 1.2% disagreed, which was an improvement on last year (3.5%) and the remainder were neutral.

We want all our service users to feel confident they are receiving the right support, so if you have any issues, please let your Support Worker know or get in touch with your Service Manager.



### Your comments

**“They try to teach me something I’m interested in.”**

**“Their experience and knowledge they pass on to us.”**

**“I am a volunteer and a service member. I gives me a sense of purpose and helps me feel like a useful member of society and there would not be as much happening at the Orchard Centre without them.”**

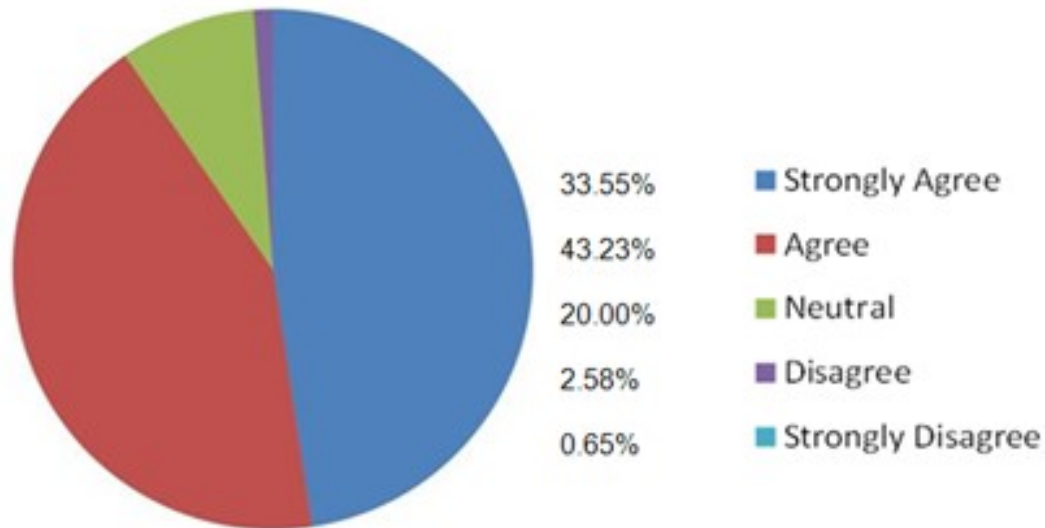
**“Because they are unpaid it makes it feel like they genuinely want to help you and make you feel wanted. They give me someone to talk to about everyday things or if I have any problems.”**

**“I’ve got a befriender and a telephone befriender, and it makes me feel a lot better when I get my regular phone call on a Thursday and the same when I meet up with my befriender.”**

# OPPORTUNITIES TO GET INVOLVED - “I FEEL THAT I HAVE HAD OPPORTUNITIES TO BECOME INVOLVED WITH MY SERVICE”

Health in Mind wants to involve you. More than 76% of those answering this question felt that they have been offered opportunities to be involved, which is an increase on last year’s 72%.

We were keen to find out how you would like to be more involved. Some of the suggestions are detailed on the following page, a number of which are already in place, such as helping with interviews, so we need to improve the way these are communicated to you. Other suggestions have given us food for thought for the future.



## Your comments

**“Always something on in the centre which I can join in with.”**

**“Maybe to befriend myself one day in the future.”**

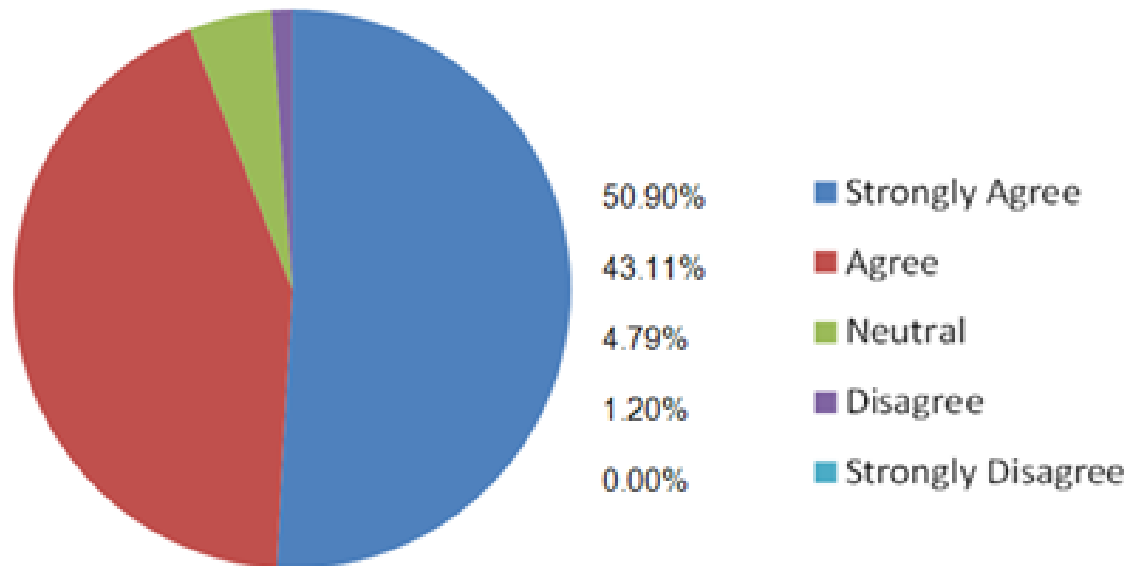
**“I already volunteer as a befriender.”**

**“By helping with any tin rattling, even filling envelopes, handing round posters to different places.”**

**“I am involved but I plan to do more volunteering.”**

# COMMUNICATION - “I FEEL THAT STAFF / VOLUNTEERS IN THE SERVICE I USE COMMUNICATE EFFECTIVELY WITH ME”

In order to support you well, our communication with you needs to be effective. We are therefore pleased that **94%** of you feel that staff/volunteers communicated effectively with you (91% last year). Two people disagreed.



## Your comments

**“Am truly thankful that this service exists, and was able to help me to make enough progress with my healing to help me better handle my difficult life situation which hopefully I can make further progress in improving.”**

**“Health in Mind has been a life saver for me since I have become ill.”**

**“... love it. Feel comfortable and relaxed.”**

**“Health in Mind is so much more important to me than I think they realise. They are so many things that I would love to do here but I am not currently able to do so. It gives me confidence I might be able to one day. To know the support is always there, is for me, a life-saver.”**

# KEEPING YOU INFORMED - HOW WOULD YOU LIKE US TO STAY IN TOUCH WITH YOU?

We are keen to ensure that we do all we can to keep you informed of developments and changes at Health in Mind.

Most people said they would like to receive a newsletter either by post or e-mail (61.35%), followed by communication through their Health in Mind contact (49.58%).

Others wanted to keep in touch via the Health in Mind website, Facebook and Twitter (9.24%) Only 5% did not want to be kept informed.

You will find our website at [www.health-in-mind.org.uk](http://www.health-in-mind.org.uk). It is updated regularly with news, recruitment and volunteering opportunities and a number of services produce their own newsletters.

We are also on Facebook, Twitter and LinkedIn.



# YOUR OBSERVATIONS AND SUGGESTIONS

In response to the questions “**Is there anything you don’t like or think needs improving?**” 45 people commented to suggest possible improvements. The remaining 123 people either skipped the question or provided positive feedback letting us know they felt no improvements required.

Some of the improvement comments could be grouped together and focused on:

- ◆ Anxiety regarding the impact of funding cuts on services to individual service users
- ◆ Desire for a wider range of groups on at different times at the Orchard Centre and longer opening at weekends
- ◆ More social activities / groups
- ◆ The short-term nature of the Trauma Counselling Line Scotland, Craigmillar Counselling and Community Connecting services

In addition, there were some specific comments about particular services, which will be passed on to the services concerned.

One of our challenges is that we can only deliver what we are funded to do. For example, the Community Connecting Service is specifically funded to deliver time limited support to people living in the South West of Edinburgh. However, since the introduction of Self Directed Support, you can arrange some, or all of your support, instead of it being arranged by your Local Authority. The focus is on you having choices about how the money you are allocated is spent. If you would like to know more about this, please contact the manager of your service.

It was also good to see that so many people feel they have been offered opportunities to get involved. Services have worked hard on this during the year and have broadened the way they involve people and this is clearly appreciated.

Finally, in terms of information, don’t forget our Information Resource Centre, which is linked in to the Edspace, Midspace Eastspace and Westspace mental health and wellbeing information websites! If you can’t find the information you need online, give the team a call on 0131 243 0106 or e-mail [Information@health-in-mind.org.uk](mailto:Information@health-in-mind.org.uk) or make an appointment to come in and talk to someone. Our Information worker and her volunteers are waiting to help you!

## ADDITIONAL INFORMATION

The following table provides a breakdown of responses. We sent out 612 surveys and 168 people responded, which is 27%. Some people use more than one service which resulted in us receiving 188 replies.

If you chose not to take part in the survey but would like to provide feedback on any aspect of the service you receive from Health in Mind, you can still do this by contacting your Service Manager or e-mailing [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk)

Service	No.Returned	Response Rate Per Service	Previous Year's Response Rate per Service
re:discover Befriending	25	41.6%	40%
Community Connecting	8	26.6%	33%
CSA Counselling, Craigmillar Counselling and Trauma Counselling Line Scotland	55	55%	13.2%
Guided Self-Help	2	3.3%	Not available
Orchard Centre Services	70	35%	35%
Support, Accommodation & Respite Services, Oasis and Pathway	24	13.6%	26%
Leith Housing Support Service	2	28.5%	Not available
MAPS	1	10%	Not available
Service not named	1	—	
<b>Overall response</b>	<b>188</b>	<b>27.4%</b>	<b>23.4%</b>

# HEALTH IN MIND SERVICES AND CONTACTS

For information on services available at Health in Mind, please have a look at our website [www.health-in-mind.org.uk](http://www.health-in-mind.org.uk) or contact us for a copy of the leaflet for the service or services you are interested in.

If you have any issues or concerns relating to the service you receive, please talk to your usual contact at Health in Mind. If the issue cannot be resolved this way, please get in touch with the appropriate Service Manager.

All general enquiries / Service Managers: telephone 0131 225 8508 or email [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk)

## COUNSELLING SERVICES

**Manager:** Steve Mayes, Depute Chief Executive - [steve@health-in-mind.org.uk](mailto:steve@health-in-mind.org.uk)

**Team Leader: Lorraine Sorley** - [lorraine@health-in-mind.org.uk](mailto:lorraine@health-in-mind.org.uk)

### Trauma Counselling Line Scotland

Free telephone counselling for adult survivors of childhood abuse.

### Childhood Sexual Abuse (CSA) Counselling

A safe place to talk for adult survivors of childhood sexual abuse.

### Craigmillar Counselling

Counselling and support for adults living in Craigmillar.

## DISCOVER SERVICES

**Manager:** Wendy Bates - [wendy.bates@health-in-mind.org.uk](mailto:wendy.bates@health-in-mind.org.uk)

**re:discover Befriending**—One-to-one volunteer support for adults to make connections, build friendships and rediscover old interests and hobbies.

**Community Connecting**—One-to-one support for anyone over the age of 65 to help them find out what services, activities and groups are available in their local area.

**Equal Access**—Provides support and information for men and women from minority ethnic communities. One-to-one support, counselling, befriending or providing information. In Midlothian, we offer a range of group activities.

## INFORMATION, COMMUNICATIONS AND FUNDRAISING

**Manager:** Doreen Graham - [doreen@health-in-mind.org.uk](mailto:doreen@health-in-mind.org.uk)

**Information Resource Centre**—A warm, friendly and relaxed atmosphere to access information on mental health and wellbeing in person, online or over the 'phone.

**Information Resource Worker** - Flora Sharp: [FloraSharp@health-in-mind.org.uk](mailto:FloraSharp@health-in-mind.org.uk)

**Online information for Edinburgh, Midlothian, West Lothian and East Lothian**

The 'space' websites provide online mental health and wellbeing information and can be helpful for people experiencing mental health

difficulties; carers, family and friends of people experiencing mental health difficulties; employees of service providers across the statutory, voluntary and private sectors or anyone with an interest in mental health and wellbeing.

Edinburgh: [www.edspace.org.uk](http://www.edspace.org.uk)

West Lothian: [www.westspace.org.uk](http://www.westspace.org.uk)

Midlothian: [www.midspace.co.uk](http://www.midspace.co.uk)

East Lothian: [www.eastspace.org.uk](http://www.eastspace.org.uk)

**Fundraising** - If you would like to raise money for Health in Mind, we can put the 'fun' into your fundraising efforts!

**Community Fundraiser:** - Katherine Sellar: [KatherineSellar@health-in-mind.org.uk](mailto:KatherineSellar@health-in-mind.org.uk)

## ORCHARD CENTRE SERVICES

**Manager:** Joyce Turnbull Telephone - 0131 663 1616 or email [joyce.turnbull@orchardcentreservices.org.uk](mailto:joyce.turnbull@orchardcentreservices.org.uk)

**Orchard Centre Services**— Provide creative, community based services to promote positive mental health and wellbeing throughout Midlothian. These include a range of one to one supports, outreach service, comprehensive group work and an out-of-hours crisis service.

The services are a non-medical resource which people can self-refer to and the base in Bonnyrigg has an informal and welcoming atmosphere.

## VISITING SUPPORT SERVICES

**Manager:** Linda Brown - [lindabrown@health-in-mind.org.uk](mailto:lindabrown@health-in-mind.org.uk)

**Oasis** - Emotional (and some practical) support in the home for female survivors of childhood sexual abuse or mental health difficulties.

**Pathway (Men)** Practical and emotional support for male survivors of childhood sexual abuse, rape or domestic abuse.

**Pathway (Women)** Support for female survivors of childhood sexual abuse, mainly listening and signposting to other services where needed eg counselling.

**Support, Accommodation and Respite Service (SARS)** Personal, practical and emotional support for people with long term/serious mental health issues to help them to live independently in their home. Also provides respite breaks for carers.

## GUIDED SELF HELP

Guided Self Help is a Cognitive Behavioural Therapy (CBT) based approach to supporting people with mild to moderate anxiety, depression or stress.

**Senior Guided Self Help Worker:** Fiona McConnell - [fiona.mcconnell@health-in-mind.org.uk](mailto:fiona.mcconnell@health-in-mind.org.uk)

## COUNSELLING

Counselling provides you with a safe place to talk.

During difficult times, talking through thoughts and feelings can help to explore what can be done to turn things around. Counselling is a form of talking therapy and can help people to take greater control of their life and improve their confidence.

**Talking Therapies Team Leader** Lorraine Sorley: [lorraine@health-in-mind.org.uk](mailto:lorraine@health-in-mind.org.uk)

## LEITH HOUSING SUPPORT SERVICE

**Manager:** Sharon Beveridge - [sharon@health-in-mind.org.uk](mailto:sharon@health-in-mind.org.uk)

Supported living service in a shared house in Leith, for men with long term mental health issues.

We also have a team who work specifically with people from BME (black and minority ethnic) communities, providing information on the services available to them and supporting them to take up these services.

We have a full and varied training calendar, involving people with lived experience.

## TRAINING PROGRAMME

**Training and Development—contact** Steve Mayes, Depute Chief Executive - [steve@health-in-mind.org.uk](mailto:steve@health-in-mind.org.uk) or Alan Burnett, Volunteer Training Administrator—[AlanBurnett@health-in-mind.org.uk](mailto:AlanBurnett@health-in-mind.org.uk)

We are committed to providing quality, experiential, values based programmes, and where appropriate ensure that at least one of the trainers has lived experience of mental health challenges.

All training is open to individuals, teams or organisations. We can also tailor the content to reflect your working environment where appropriate.

Training events are normally held at our head office at 40 Shandwick Place, Edinburgh but we are also happy to deliver at a location of your choice.

## NEW SERVICES FROM HEALTH IN MIND

Since the Service Evaluation Form was sent out to you, Health in Mind have introduced new services and here is some information about them.

## COMMUNITY NAVIGATOR

**Manager:** Wendy Bates - [wendy.bates@health-in-mind.org.uk](mailto:wendy.bates@health-in-mind.org.uk)

The service supports people over 65 and living in South West Edinburgh to find out what is on in their local area and how to access the support they need, in the way that you want.

We publish a twice-yearly magazine and hold information stations in local supermarkets, post offices, GP surgeries or libraries.

## MAPS (MY ASSETS AND PERSONAL STRENGTHS)

Manager: Wendy Bates - [wendy.bates@health-in-mind.org.uk](mailto:wendy.bates@health-in-mind.org.uk)

MAPS will guide you to discover and manage your wellness and is a 12 week interactive course which is designed to enable people living in Edinburgh to explore what wellness means to you; which wellness tools will help you to keep well and support you when things get difficult. We then focus on how you can use your strengths, your networks and your community, as well as other course members, to help you make changes you want to see in your life.

## HOMELESS PREVENTION SERVICE (HPS)

Manager: Wendy Bates - [wendy.bates@health-in-mind.org.uk](mailto:wendy.bates@health-in-mind.org.uk)

Experience tells us that people who are at risk of homelessness do not feel in control of their wellbeing and often feel very lonely and isolated within their community.

HPS preventative support is person centred, providing a range of options for people using our service. It is for people who need support to help them keep their home or move towards secure and settled housing; Council and other Social Tenants, Private Tenants; homeowners and people living in temporary accommodation; people who have had a notice to quit their current accommodation or have recently been made homeless; people fleeing domestic abuse or other forms of abuse; over 16 and either single people, couples or families with children; currently living in East or South Edinburgh.

## THANK YOU

**Thank you to everyone who responded to our questionnaire. Your opinions help us to shape our future services.**

**Thank you for taking the time to read this report. If you have any queries please contact your Service Manager in the first instance.**

Health in Mind is a charity registered in Scotland, number SC004128, and a company limited by guarantee, registered in Scotland, number SC124090. The registered office is at 40 Shandwick Place, Edinburgh EH2 4RT.