

# Tell us what you think about the community wellbeing services

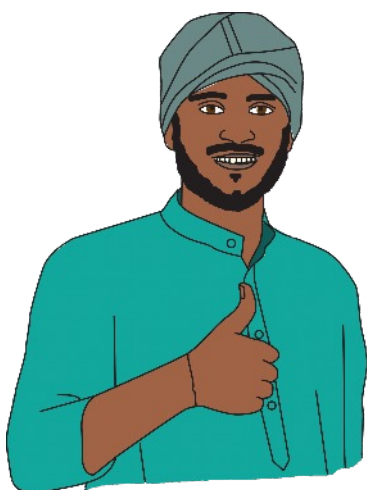


This is an EasyRead version of  
Community Wellbeing Service 2025

# What this is about



We want to know what you think of community wellbeing services in Newcastle.

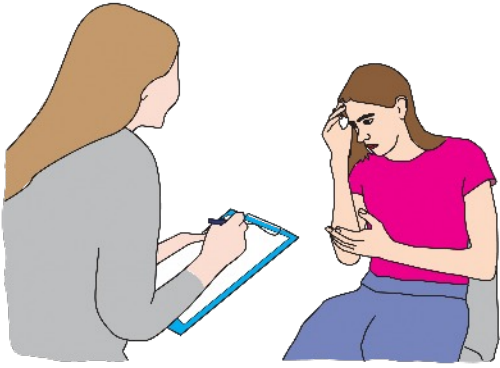


This will help us make the service better.



This will help make sure the service meets people's needs.

## What is a community wellbeing service?



A community wellbeing service works in local areas to help people with their health needs.



This can be:

- physical



- mental



- emotional - feelings and thoughts



- social - friends and family, and being part of something.



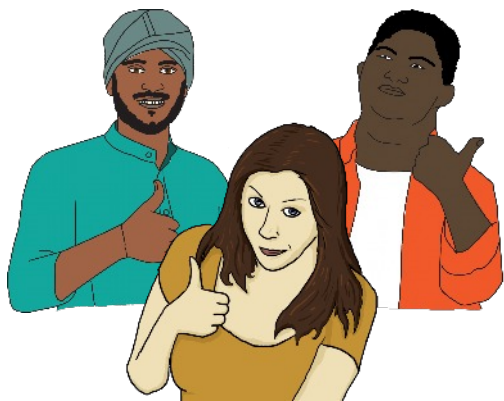
It supports people before things get too much for them.



## What is a community?

A community is a group of people. They may live in the same area, like to do the same things or help and support each other.

## What you tell us

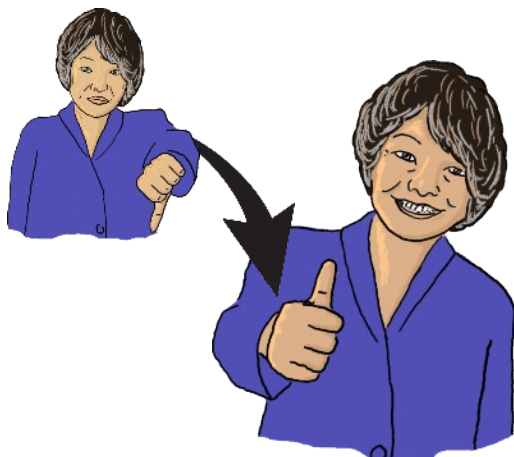


What you tell us will help us:

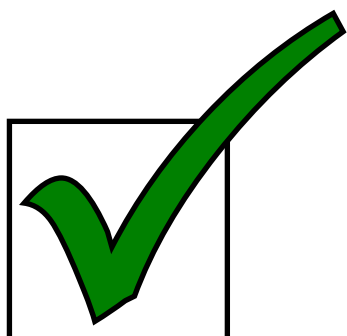
- to know what is important to local people



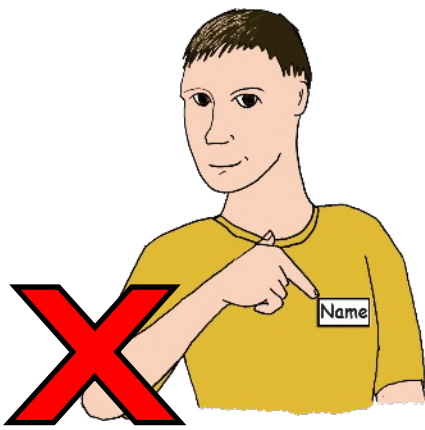
- to find out where the gaps are in services



- to get better at supporting the wellbeing of everyone.

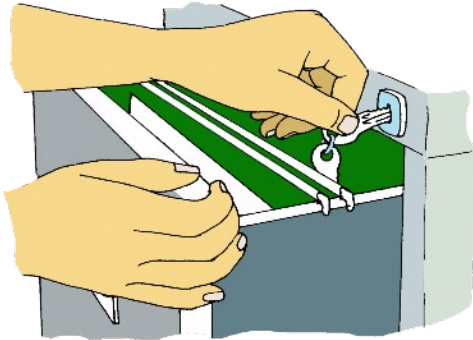


Please tick the boxes and add anything else you want to say.



## Keeping your information safe

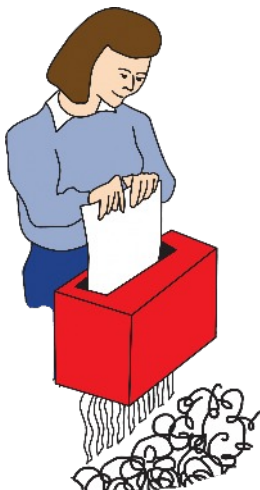
You do not need to tell us your name.



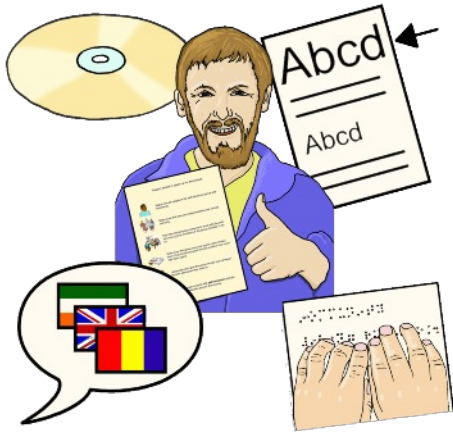
We will keep your information safe.



We will use your information to write a report. This will not show anyone's names or details.



Your information will be destroyed after we have finished this work. If you change your mind about us having your information please tell us and we will destroy it.



If you need this survey in a different format.



Email:  
**letstalk@newcastle.gov.uk**



Phone:  
**0191 278 7878**



Thank you for taking part.



# Part 1 What do you and your community need?



1. What kind of support or services do you think your community needs.

Please tick 3 boxes.



Help finding a job or learning new skills



Help with computers and getting online



Help with living healthy, things like healthy eating, exercise, stopping smoking



Help with long term health issues, things like asthma or diabetes



Housing support, things like finding a home, sorting out housing issues

continued on the next page





Money advice and help when  
you owe money



Nature and things to do  
outdoors

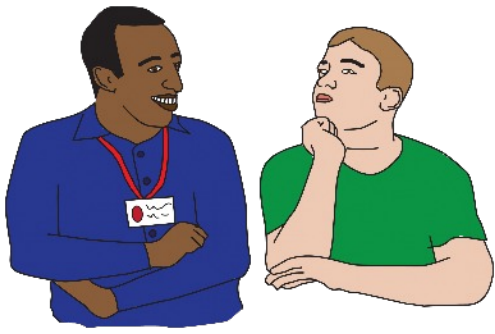


Support for mental health



Doing things with other  
people

Something else, please tell us what



2. What kind of support would make the biggest change to you or the people you live with?

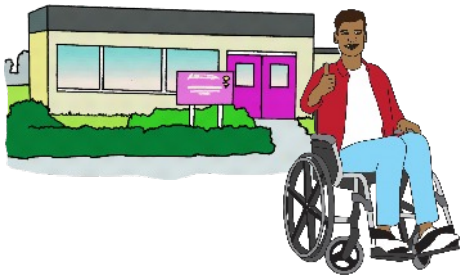
This could be things that makes you feel more healthy or happy or it could be something that makes you feel more supported day to day.



3. Are there any gaps or issues with services just now that you think need to be sorted?

This could be services that are hard to get, services that do not meet you needs or services that are not there.

## Part 2 Service design and accessibility



4. What would make it more easy for you to access community wellbeing services?



Appointments in local places which are easy to get to



Easier and accessible appointment times, as well as evenings and weekends



Help with getting there, this could be getting money back for bus or train tickets



Online or telephone appointments if you can not go in person



Support if needed in different languages

Something else, please tell us what



5. Where would you like to go for these services?

Please tick 2 boxes.

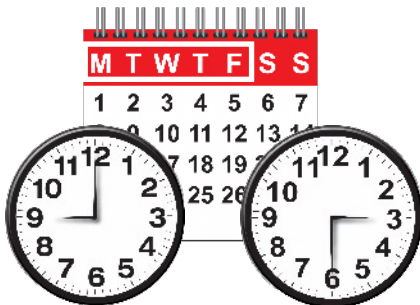
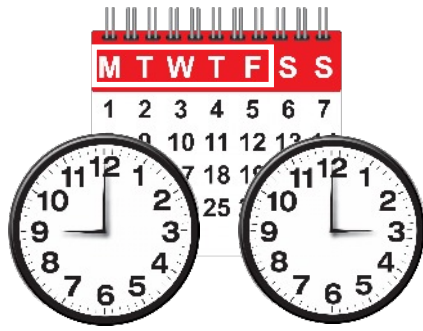
Community centre

GP surgery or health centre

Online or by telephone

At home

Something else, please tell us what



6. What times would suit you best to go to things or appointments?

Monday to Friday in the morning

Monday to Friday in the afternoon

Monday to Friday in the evening

Saturday and Sunday

Monday to Friday 9:00am to 3:30pm

Do not know

A different time, please tell us



7. How long do you think you should get support from the community wellbeing service?

1 to 12 weeks

1 to 24 weeks

As long as you need it

You should be able to get support as and when you need it

Do not know

Another time, please tell us how long





8. What kind of support would you find most useful.

Please tick 3 boxes.



Quick advice or information when you need it



Group classes run by a paid member of staff, this could be cooking classes, arts and crafts or walking groups



Help finding and using other services



Support groups run by people like you






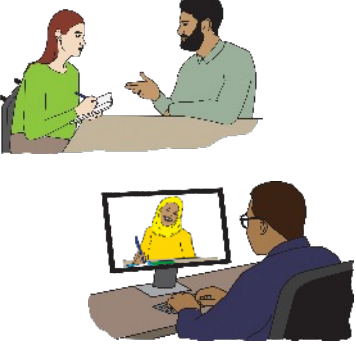
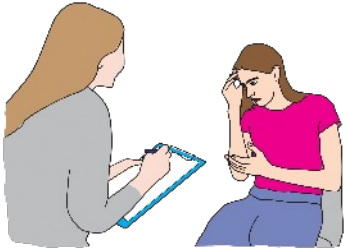

A wellbeing plan made just for you by a paid member of staff



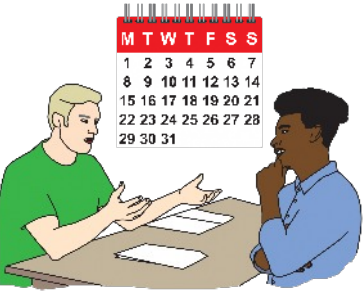



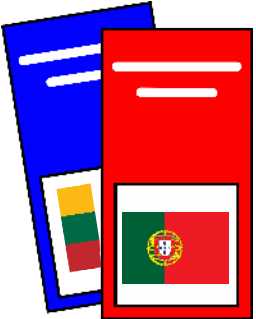

Training classes about different things to do with health and wellbeing


9. How important is it for a health and well being service to have:

		Not important	Fairly important	Important	Very important	Very, very important
	Support from a person					
	An online service					
	A telephone service					

		Not important	Fairly important	Important	Very important	Very, very important
	A mix of online and support from a person					
	Support from just one person					
	Support groups					

		Not important	Fairly important	Important	Very important	Very, very important
	Support groups run by people like you					
	Centres where you can just walk in, in local, easy to get to places					
	Planned meetings with a mentor or support worker					

		Not important	Fairly important	Important	Very important	Very, very important
	Places that are easy to get to					
	Information in different languages					
	An app about support					

		Not important	Fairly important	Important	Very important	Very, very important
	Information online that is useful					



## Part 3 What services have you used before?



10. Have you gone to a community wellbeing service or a service to do with your health in the last 10 years.

This could be mental health support, help with lifestyle, or getting services for social needs.

Yes

If you answer yes please go to question 11

No

If you answer no please go to question 15



11. What kind of health and wellbeing service was it?



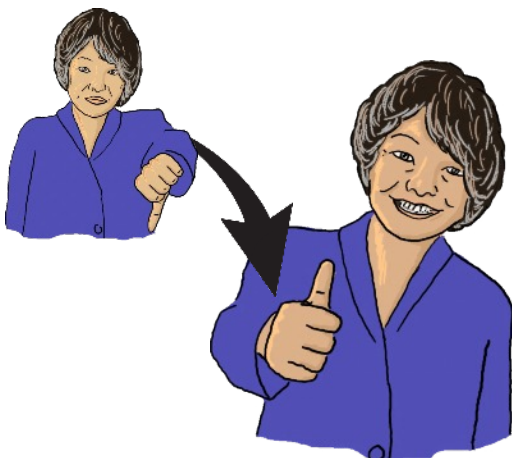
12. Was the service the Community Wellbeing Pathfinder service?

Yes

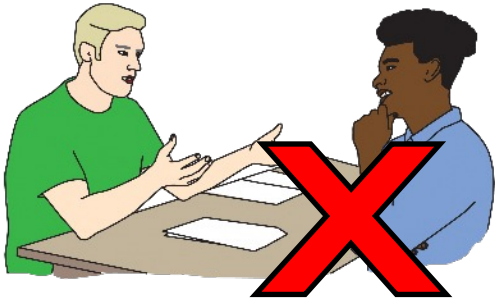
No



13. What was good about the service you went to?



14. What could have been better about the service you went to?



15. If you said No to Question 10 please tell us why you did not use this service?

I did not feel I needed any support



There were no right services near me

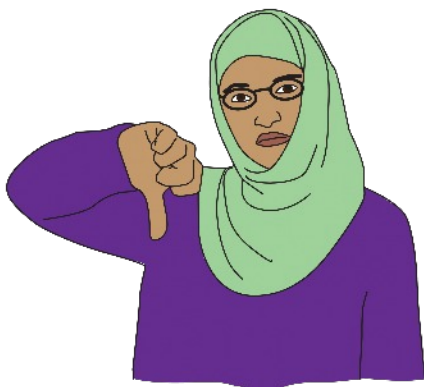


I did not know what services were there

I did not feel easy or brave enough to use the proper services



I could not go for other reasons like transport, childcare, work



I did not feel the services met my cultural or own needs

Another reason, please tell us what

## Part 4 Anything else



16. Please tell us if there is anything else that would help to make a service that meets you and your community's wellbeing needs.

## Part 5 About you



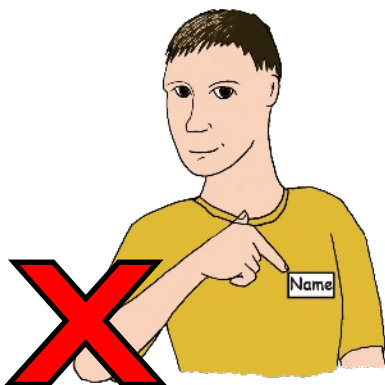
We would like to ask some questions about you. You do not have to answer all the questions.



We will check what people say in these questions to see if different people have different views and experiences.



We will keep all your answers private. Only the people writing the report will see them.



The report will not show anyone's names or details. Your information will be destroyed after we have finished this work.



17. What sex are you?

Female

Male

Do not want to say



18. Is your gender the same as it was when you were born?

Yes

No

Please tell us your gender

Do not want to say





19. What is your sexuality?

Bisexual

Gay or lesbian

Straight/heterosexual

Other, please tell us

Do not want to say



20. How old are you? Tick one

Under 18 years old

18-29 years old

30-39 years old

40-49 years old

50-59 years old

60-64 years old

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65-69 years old

70-79 years old

80-89 years old

90 years old or over

Do not want to say



21. What ethnic group are you?

White or White British

Mixed or many ethnic groups

Asian or Asian British

Chinese

Black, Black British, Caribbean  
or African

Other, please say

Do not want to say



## 22. What is your religion?

No religion

Christian (Church of England,  
Catholic, Protestant and other  
Christian groups)

Buddhist

Hindu

Jewish

Muslim

Sikh

Other, please say

Do not want to say



## 23. Work

I work full-time

I work part-time

I work for myself

I do not work but I am looking  
for a job

I care for someone

I look after the home

I am too old to work

I am a student

I have never worked

Do not want to say



## 24. Housing

I own my own home, with or without a mortgage

I rent from council or social landlord

I rent from a private landlord or letting agency

Do not want to say

Other, please say



25. Do you have any health issues or illnesses that have gone on or will go on for more than one year?

Yes, and it stops me doing day to day things a lot

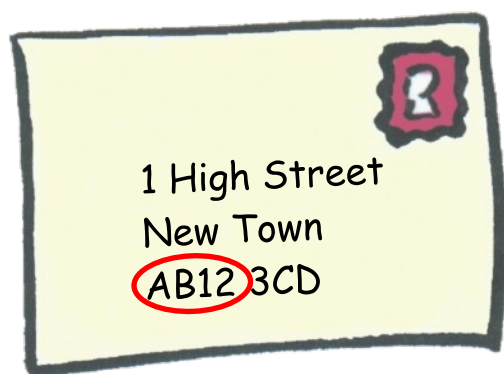
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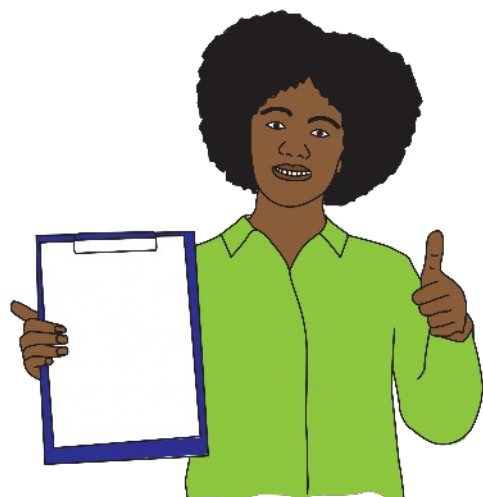


No

Do not want to say



26. Please tell us the first letters and numbers of your post code.



Thank you for telling us what you think.





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