



# Survey to seek views on Mental Health in Jersey

### How to submit your survey responses:

Complete the survey online at: gov.je/JSNA



Alternatively, you can print, fill in, and post this paper survey to the following address:

Public Health Intelligence & Commissioning Government of Jersey, Union Street St Helier, Jersey, JE2 3DN

Responses must be submitted no later than 7 September 2025

If you have any questions, please contact jsna@gov.je

## Introduction

The Minister for Health and Social Services and the Minister for Children and Families are undertaking a review of mental health needs in Jersey to help directly inform and shape the Mental Health Strategy 2026-2030.

As part of this process, we are engaging with the public to better understand:

- The current mental health needs in Jersey across all age groups
- Whether existing provision meets population needs
- Any key gaps, barriers, and inequalities particularly for underrepresented and priority groups

We would like to hear from anyone aged 13 or over who wants to share their experience of services in Jersey. We are particularly interested in understanding the needs of people living with mental illness, and whether current services in Jersey are meeting their needs.

If you wish to respond from more than one perspective (e.g., from your personal experience of using services and as a carer), you will need to complete a **separate survey** for each person's perspective. This will help us understand each viewpoint fully and accurately.

If you would like to provide a professional or organisational response, please contact the team directly at: jsna@gov.je.





#### **Completing the survey**

The survey should take approximately <u>10-15 minutes</u> to complete. It begins with a few demographic questions to help us analyse responses across different groups in the community. The main section of the survey asks for your views on a range of topics related to mental health needs, personal experiences, and your opinions on mental health services in Jersey.

Responses must be submitted no later than 7 September 2025. Please answer as openly and honestly as you can, there are no right or wrong answers. We are simply looking to hear your views and experiences. We understand that this is a sensitive topic. You can exit the survey at any time. Feel free to share as little or as much information as you're comfortable with.

**Important**: Do not include any personally identifying information in your free text responses.

#### **Data Protection**

Your responses will be treated confidentially and in line with Jersey's data protection legislation. Any comments you provide will remain anonymous. *Learn more about how we handle personal data for this consultation here:* **gov.je/PublicHealthPrivacy** 

**Please note:** While responses are anonymous, if a serious risk of harm to yourself or others is identified, we may be obligated to share relevant information with safeguarding professionals.

If you feel that you may be affected by the questions in this survey at any point, or feel that you need support, please stop and reach out.

#### Help is available

You can visit: gov.je/mentalhealth

#### Or contact:

- Mental Health Service for adults: 01534 445270
- Child and Adolescent Mental Health Service (CAMHS): 01534 445030
- 1. Before we begin, please confirm that you are happy to take part in this survey. By continuing, you confirm that:
  - You are aged 13 or over.
  - o You understand that your responses will remain anonymous.
  - You are aware that your feedback will help shape Jersey's Mental Health Strategy for 2026–2030.
  - You understand that you can skip any question or stop the survey at any time.
  - You acknowledge that if you share information suggesting a serious risk of harm to yourself or others, we may need to pass that information to a safeguarding professional.

Do you agree	to take	part in this surve	<b>y?</b>	(Tick one	only	/
--------------	---------	--------------------	-----------	-----------	------	---

(	Yes, I agree to take part					
(	No. I do not want to take part	end	of	survey	(page	18





2. Do you give permission for us to include at relevant published reports? Not all response not identify you. (Tick one only)	nonymised quotes from your response in es will be quoted, and any comments used will
○ Yes	
○ No	
For information on how we handle personal data gov.je/PublicHealthPrivacy	for this consultation visit:
3. Which of the following best describes the particle survey? (You may tick more than one. If you a listed below.)	• • • • •
your own personal experiences of mental head 3 to 9)	alth in Jersey → complete Section 1 (page
the experiences of someone you know or car 10 to 16)	e for in Jersey → complete Section 2 (page
general experiences or perceptions of menta 17 to 18)	I health in Jersey → complete Section 3 (page
your perspective as a professional or represe completing this survey, please contact: js	<u> </u>
<b>SECTION 1:</b> Answer the following questions (on personal experiences of mental health in Jersey.	
About you - We ask these questions to help us a	analyse the results of the survey.
<ul><li>4. What is your sex? (Tick one only)</li><li>Female</li></ul>	
O Male	
O Prefer not to say	
<ul><li>5. Is your gender the same as the sex you we</li><li>Yes</li></ul>	re registered at birth? (Tick one only)
○ No	
O Prefer not to say	
6. What age-group are you in? (Tick one only)	
O Under 13* → end of survey (page 18)	O 35 to 44
O 13 to 15	O 45 to 54
O 16 to 17	O 55 to 64
O 18 to 19	O 65 to 74
O 20 to 24	O 75 to 84
O 25 to 34	O 85 and over
	O Prefer not to say

<sup>\*</sup> you must be aged 13 or older to participate in this survey





7. What is your cultural and ethnic backgrour ethnic group or background)	nd? (Tick one option which best describes your
White	Asian, Asian British or Asian Jersey
O Jersey	O Indian
O British	O Thai
O Irish	Other Asian, please specify
O French	Black, Black British, Black Jersey
OPolish	O Caribbean
O Portuguese or Madeiran	O African
O Romanian	Other Black, please specify
O South African	Mixed
Other White, please specify	O Asian and Black
	O Black and White
	O White and Asian
	Other Mixed, please specify
Long-term (chronic) condition: A health condit more such as: heart disease, arthritis, or diabete.  Diagnosis: A qualified medical professional has medical history, or diagnostic test results.	S.
<ul> <li>8. Do you have any diagnosed long-term (chr (Tick one only)</li> <li>○ Yes</li> <li>○ No → go to question 10</li> </ul>	onic) physical health conditions?
O Prefer not to say → go to question 10	
9. If you're comfortable to, please list the lor condition(s) you have been diagnosed wit	• • • •
Do not include any personally identifying informa	tion





10. Do you have a diagnosed mental he	ealth condition? (Tid	k one only)	
O No → go to question 12			
	2		
O Prefer not to say → go to question 1:			
O I believe I have a mental health condit question 12	ion, but i nave not na	id a formal diagn	osis → go to
11. Have you ever received a diagnosis (Tick one box in each row)	for any of the follo	wing mental hea	alth conditions?
	Yes – diagnosed in the last 12 months	Yes – diagnos more than 12 months ago	2
Depression	0	0	0
Anxiety (e.g. Generalised Anxiety Disorder, Panic Disorder)	0	0	0
Personality disorder	0	0	0
Mood disorder (e.g. bipolar)	0	0	0
Post Traumatic Stress Disorder (PTSD)	0	0	0
Obsessive Compulsive Disorder (OCD)	0	0	0
Schizophrenia or Psychosis	0	0	0
Eating disorders (e.g. Bulimia, Anorexia)	0	0	0
Other, please specify	0	0	0
<ul><li>12. Self-harm: is any behaviour where so purpose for any reason.</li><li>In the past 12 months, have you (</li></ul>	Tick one box in each		
Thought about harming various if is account	Yes	No	Prefer not to say
Thought about harming yourself in any way?	ray!	<u> </u>	0
Deliberately hurt yourself in any way?	O	O	O



Prefer not to say



13. Have you ever experienced a mental health crisis in Jersey? (Tick one only)

A mental health crisis is a situation in which someone feels at a breaking point and

requires urgent help. This may involve extreme emotional distress, panic attacks, suicidal thoughts, self-harm, or other behaviours that pose a serious risk to their safety or wellbeing. O Yes O No → go to question 15 ○ Prefer not to say → go to question 15 14. You mentioned that you have experienced a mental health crisis in Jersey. If you feel able to, please provide information about any support you received or did not receive at this time. (Optional) Do not include any personally identifying information **15.** Are you a parent? (*Tick all that apply*) No, I do not have any children → go to question 17 Yes, one or more children aged 0 – 3 years old Yes, one or more children aged 4 – 17 years old Yes, one or more children over 18 years old → go to question 17 Prefer not to say > go to question 17 16. Do(es) your child(ren) attend a mainstream childcare or education setting? (Tick all that apply) Mainstream childcare/education refers to standard schooling in general education settings, such as local primary or secondary schools. Yes, they attend a mainstream childcare/education setting No, they attend an alternative childcare/education setting No, they are homeschooled No, they do not attend a childcare/education setting





## 17. Are you currently an unpaid carer? (Tick one only)

	due to illness, frailty, disability, a mental health problem or an addiction, cannot cope without their support.
0	Yes
0	No
0	Prefer not to say
18.	Have you experienced the death of someone close to you in the past 12 months? (Tick one only)
0	Yes
0	No
0	Prefer not to say
Yo	ur Mental Health
rec hav fee	s section asks about your experiences with mental health and any support you may have eived in the past 12 months. We're interested in what has helped, what challenges you may be faced, and how well your mental health needs are currently being met in Jersey. Your edback will help identify what's working and where improvements might be needed.
19.	In the past 12 months what, if anything, has made a positive difference to your mental health? (This could include people, places, services or activities that you have engaged with)
	health? (This could include people, places, services or activities that you have engaged with)
	health? (This could include people, places, services or activities that you have engaged
D	health? (This could include people, places, services or activities that you have engaged with)
D	health? (This could include people, places, services or activities that you have engaged with)  o not include any personally identifying information  To what extent do you feel your mental health needs are currently being met in
D	health? (This could include people, places, services or activities that you have engaged with)  o not include any personally identifying information  To what extent do you feel your mental health needs are currently being met in Jersey? (Tick one only)
D	health? (This could include people, places, services or activities that you have engaged with)  o not include any personally identifying information  To what extent do you feel your mental health needs are currently being met in Jersey? (Tick one only)  Very well met
D	health? (This could include people, places, services or activities that you have engaged with)  o not include any personally identifying information  To what extent do you feel your mental health needs are currently being met in Jersey? (Tick one only)  Very well met  Fairly well met

An unpaid carer is anyone who cares, unpaid, for a family member, partner or friend who





<u>21.</u>	Please explain the reasoning behind your answer to the above question. (Optional)
Do	o not include any personally identifying information
22.	In the past 12 months, have you received support for your mental health in Jersey?  (Tick all that apply)
	Yes – I have received support from government services (e.g. Adult Mental Health or CAMHS)
	Yes – I have received support from a private provider
	Yes – I have received support off-island → go to Section 2 (page 10)
	Yes – I have received support from charity, community or peer support networks (e.g. Mind Jersey)
	Yes – I have received informal support (e.g. from friends, family, online)
	No – I actively chose not to seek help → go to Section 2 (page 10)
	No – I tried to seek support but I was unable to → go to question 28
	Not sure → go to Section 2 (page 10)
	Prefer not to say → go to Section 2 (page 10)
	Other (please specify):
Do	not include any personally identifying information
00	
23.	Having received mental health support in Jersey, please can you tell us about your experience with these services.
	Please be specific about the service(s). What worked well with the service(s)? What could
	be improved? (Optional)
Do	o not include any personally identifying information
<i>D</i> (	The molade any percentary recruitying mornication
24.	If you had to wait to access services/treatment, were you offered or signposted to any other support whilst you waited? ( <i>Tick one only</i> )
$\bigcirc$	Yes
	No → go to question 26
$\cup$	Prefer not to say → go to question 27





Do not include any personally id 26. If no, is there any support y			offered whilst ye	ou waited?
Do not include any personally id	lentifying inform	nation		
27. Whilst receiving support fro			ou were	
(Tick one box in each row)	Yes	No	Don't know	Prefer not to say
listened to	0	0	0	0
involved in the plan for your care	0	0	0	0
provided with details of how your care will be managed	0	0	0	0
provided with a care co- ordinator/lead professional	0	0	0	0
signposted to other available support services	0	0	0	0
told how to manage risk and triggers	0	0	0	0
given advice about caring for your physical health	0	0	0	0
8. If you said that you 'tried to				ell us more
8. If you said that you 'tried to about why you were unable				ell us more





**SECTION 2:** Answer the following questions (on pages 10 to 16) if you'd like to share the experiences of someone you know or care for in Jersey. If not, skip to Section 3 (page 17). **About them** - We ask these questions to help us analyse the results of the survey.

29.	What is the sex of the person you know or	care for? (Tick one only)
0	Female	
0	Male	
0	Prefer not to say	
30.	Is their gender the same as the sex they w	vere registered at birth? (Tick one only)
0	Yes	
0	No	
0	Don't know	
0	Prefer not to say	
31.	What age-group is the person you know o	r care for in? (Tick one only)
0	Under 13	O 35 to 44
0	13 to 15	O 45 to 54
0	16 to 17	O 55 to 64
0	18 to 19	O 65 to 74
0	20 to 24	O 75 to 84
0	25 to 34	O 85 and over
		O Prefer not to say
32.	What is the cultural and ethnic backgroun	
<u>Wh</u>	(Tick one option which best describes their exite	thnic group or background) <u>Asian, Asian British or Asian Jersey</u>
0	Jersey	O Indian
0	British	O Thai
0	Irish	Other Asian, please specify
0	French	Black, Black British, Black Jersey
0	Polish	O Caribbean
0	Portuguese or Madeiran	O African
0	Romanian	Other Black, please specify
0	South African	Mixed
0	Other White, please specify	O Asian and Black
		O Black and White
		White and Asian
		Other Mixed, <i>please specify</i>





# To support your understanding of the next few questions, the following definitions are provided:

**Long-term (chronic) condition:** A health condition that has or is expected to last 12 months or more such as: heart disease, arthritis, or diabetes.

**Medical diagnosis:** A qualified medical professional has identified a condition based on your symptoms, medical history, or diagnostic test results.

33.	Does the person you know or care for have any diagnosed long-term (chronic) physical health conditions? ( <i>Tick one only</i> )
0	Yes
0	No → go to question 35
0	I don't know → go to question 35
0	Prefer not to say → go to question 35
34.	If you're comfortable to, please list the long-term (chronic) physical health condition(s) they have been diagnosed with. (Optional)
	Do not include any personal identifying information
35.	Does the person you know or care for have a diagnosed mental health condition? (Tick one only)
0	Yes
0	No → go to question 37
0	Prefer not to say → go to question 37
O go	I/they believe they have a mental health condition, but they have not had a formal diagnosis > to question 37





36. Has the person you know or care for ever received a diagnosis for any of the following mental health conditions? (*Tick one box in each row*)

	Yes – diagnosed in the last 12 months	Yes – diagnosed more than 12 months ago	Never	I'm not sure
Depression	0	0	0	0
Anxiety (e.g. Generalised Anxiety Disorder, Panic Disorder)	0	0	0	0
Personality disorder	0	0	0	0
Mood disorder (e.g. bipolar)	0	0	0	0
Post Traumatic Stress Disorder (PTSD)	0	0	0	0
Obsessive Compulsive Disorder (OCD)	0	0	0	0
Schizophrenia or Psychosis	0	0	0	0
Eating disorders (e.g Bulimia, Anorexia)	0	0	0	0
Other:	0	0	0	0

**37. Self-harm:** is any behaviour where someone hurts (poisons or injures) themselves on purpose for any reason.

In the past 12 months, has the person you know or care for... (Tick one box in each row)

	Yes	No	Prefer not to say	Don't know
Thought about harming themself in any way?	0	0	0	0
Deliberately hurt themself in any way?	0	0	0	0



Prefer not to say Don't know



38. Has the person you know or care for ever experienced a mental health crisis in Jersey? (*Tick one only*)

A mental health crisis is a situation in which someone feels at a breaking point and

requires urgent help. This may involve extreme emotional distress, panic attacks, suicidal thoughts, self-harm, or other behaviours that pose a serious risk to their safety or wellbeing. O Yes O No → go to question 40 ○ Prefer not to say → go to question 40 O I don't know → go to question 40 39. You mentioned that the person you know or care for has experienced a mental health crisis in Jersey. If you feel able to, please provide information about any support they received or did not receive at this time. Do not include any personally identifying information 40. Is the person you know or care for a parent? (*Tick all that apply*) No, they do not have any children  $\rightarrow$  go to question 42 Yes, they have one or more children aged 0 - 3 years old Yes, they have one or more children aged 4 – 17 years old Yes, they have one or more children over 18 years old → go to question 42 Prefer not to say → go to question 42 Don't know → go to question 42 41. Do(es) their child(ren) attend a mainstream childcare or education setting? (Tick all that apply) Mainstream childcare/education refers to standard schooling in general education settings, such as local primary or secondary schools. Yes, they attend a mainstream childcare/education setting No, they attend an alternative childcare/education setting No, they are homeschooled No, they do not attend a childcare/education setting





42. Is the person you know or care for currently an unpaid carer? (Tick one only)

An unpaid carer is anyone who cares, unpaid, for a family member, partner or friend who

	due to illness, frailty, disability, a mental health problem or an addiction, cannot cope without their support.
0	Yes
0	No
0	Prefer not to say
0	Don't know
43.	Has the person you know or care for experienced a death of someone close to them in the past 12 months? ( <i>Tick one only</i> )
0	Yes
0	No
0	Prefer not to say
0	Don't know
The	eir Mental Health
any the bei	s section asks about the experiences with mental health of the person that you care for, and y support they have received in the past 12 months. We're interested in what has helped m, any challenges they have faced, and how well their mental health needs are currently ng met in Jersey. Your feedback will help identify what's working and where improvements ght be needed.
44.	In the past 12 months what, if anything, has made a positive difference to the mental health of the person you know or care for?
	This could include people, places, services or activities that you are aware they have engaged with.





	To what extent do you feel that their mental health needs are currently being met in Jersey? (Tick one only)
_	Very well met
	Fairly well met
0	Somewhat met
0	Not very well met
0	Not at all met
0	Don't know
46. l	Please explain the reasoning behind your answer to the above question. (Optional)
Do	not include any personally identifying information
	n the past 12 months, has someone you know or care for received support for their mental health in Jersey? ( <i>Tick all that apply</i> )  Yes – they received support from government services (e.g. Adult Mental Health or CAMHS)  Yes – they received support from a private provider  Yes – they received support off-island → go to Section 3 (page 17)  Yes – they have received support from charity, community or peer support networks (e.g. Mind Jersey)  Yes – they receive informal support (e.g. from friends, family, online)  No – they actively chose not to seek help → go to Section 3 (page 17)  No – they tried to seek support but were unable to → go to question 53  Prefer not to say → go to Section 3 (page 17)  Don't know → go to Section 3 (page 17)  Other (please specify):
Do r	not include any personally identifying information
I	You said the person you know or care for received mental health support in Jersey. Please can you tell us about their experience with these services. Please be specific about the service(s). What worked well with the service(s)? What could be improved? (Optional)
Do	not include any personally identifying information





49. If they had to wait to acces any other support whilst th		•	they offered or si	gnposted to
O Yes				
O No → go to question 51				
O Don't know → go to question	on 52			
O Prefer not to say → go to qu	uestion 52			
50. If yes, please tell us what s they waited.	upport the per	son you knov	w or care for was	offered whilst
Do not include any personally in	dentifying inforn	nation		
51. If no, is there any support y waited?	ou think they	would like to	have been offere	ed whilst they
	dentifyina inform	nation		
Do not include any personally id	acining ing innorm			
52. Whilst receiving support from	om services, d	lid the persor	າ you know or cal	re for feel they
	om services, d	lid the persor	n you know or car Don't know	re for feel they  Prefer not to say
52. Whilst receiving support from	om services, d	-		Prefer not to
52. Whilst receiving support frewere (Tick one box in each	om services, d	-		Prefer not to
52. Whilst receiving support from were (Tick one box in each support in each support in the plan for their care supported with details of how their care will be	om services, d	-		Prefer not to say
52. Whilst receiving support from were (Tick one box in each support in each support in the plan for their care support in the plan for	om services, d	-		Prefer not to say
52. Whilst receiving support from were (Tick one box in each consistence of their care)listened toinvolved in the plan for their careprovided with details of how their care will be managedprovided with a care co-	om services, d	-		Prefer not to say
52. Whilst receiving support from were (Tick one box in each support of the care of their care of their care will be managed of the care of the car	om services, d	-		Prefer not to say
52. Whilst receiving support frowere (Tick one box in eachlistened toinvolved in the plan for their careprovided with details of how their care will be managedprovided with a care coordinator/lead professionalsignposted to other available support servicestold how to manage risk	om services, d	-		Prefer not to say

Do not include any personally identifying information





**SECTION 3:** Answer the following questions (on pages 17 to 18) if you'd like to share your <u>general experiences or perceptions</u> of Mental Health in Jersey. If not, skip to the end of the survey (page 18).

## General views

54.	In general, what do you believe are the main barriers to accessing mental health support in Jersey? ( <i>Tick all that apply</i> )
$\Box$	Not knowing what support is available
$\overline{\Box}$	Long waiting times
	Not meeting the criteria for mental health services
	Inability to afford private support
$\overline{\Box}$	Fear of being judged or stigmatised
	Concerns about confidentiality/privacy
	Previous negative experiences
	Services too focused on crisis and not early help
$\overline{\Box}$	Services are hard to get to (location/transport/accessibility)
$\exists$	I don't think there are any major barriers
$\exists$	Prefer not to say
$\exists$	Don't know
$\overline{\Box}$	Other (please specify):
	not include any personally identifying information
55.	Please explain your answers to the above question, or share any other thoughts you have about accessing mental health support in Jersey  o not include any personally identifying information
<b>55</b> .	Please explain your answers to the above question, or share any other thoughts you have about accessing mental health support in Jersey





	•		services in Jurrently missi	•		ort or
Do not includ	le any persor	nally identifying	g information			
B. Is there a	nything else	you'd like to	share about r	nental health	support in J	ersey?
	nything else	you'd like to	share about r	nental health	support in J	ersey?
	nything else	you'd like to	share about r	nental health	support in J	ersey?
	nything else	you'd like to	share about r	nental health	support in J	ersey?
	nything else	you'd like to	share about r	nental health	support in J	ersey?

## **End of survey**

## Thank you for completing this survey!

 Remember to post your completed survey to the following address by <u>7 September 2025</u>:

Public Health Intelligence & Commissioning Government of Jersey, Union Street St Helier, Jersey, JE2 3DN

If you have any questions, please contact jsna@gov.je

If you are affected by any of the questions in this survey or feel that you need support, please reach out.

#### Help is available

You can visit: gov.je/mentalhealth

#### Or contact:

- Mental Health Service for adults: 01534 445270
- Child and Adolescent Mental Health Service (CAMHS): 01534 445030