

## Epsom Safe Haven moving to new premises

### Questions and Answers about the move:

#### When is the Epsom Safe Haven moving?

The Epsom Safe Haven currently located in the Surrey Choices building at The Larches, 44 Waterloo Road, Epsom, Surrey, KT19 8EX will be moving to new premises in early May 2022. The exact date of the move will be confirmed as soon as possible.

The Safe Haven will continue to see people in person and virtually until the service has moved to its new site. The move will take place in daytime hours so the Epsom Safe Haven will be open and ready to support people from 6pm on the day of the move, making sure there will be no disruption to the service.

#### Where is the Safe Haven moving to?

The Epsom Safe Haven is moving to the Brickfield Centre, Portland Place, Epsom KT17 1DL. It will be open and ready to support people from 6pm on the day of the move. People will be able to visit the Safe Haven in person or connect virtually using the following link: <https://nhs.vc/sabp/safe-haven-Epsom>

#### Will the opening hours of the Epsom Safe Haven be the same?

Yes, the Safe Haven will be open for face-to-face or virtual support for people experiencing a mental health crisis from 6pm-11pm, 365 days a year, including bank holidays and weekends.

#### How do I get to the Safe Haven at Brickfield Centre?

The easiest way to get to the Brickfield centre is to walk or drive. It is a 14-minute walk or a three-minute drive from the Safe Haven at The Larches in Waterloo Road. Extensive parking is available at the new site.

Buses 406 and 293 leave Epsom clock tower (near Epsom station) and go to the Rainbow Leisure Centre nearby. It is then a six-minute walk to the Safe Haven at the Brickfield Centre. Timetables can be found here:

406: [bit.ly/406BusEpsom](https://bit.ly/406BusEpsom)

293: [bit.ly/293BusEpsom](https://bit.ly/293BusEpsom)

#### Why does the Safe Haven have to move to new premises?

The move follows a decision by commissioners from Surrey County Council, funders at Surrey Heartlands Integrated Care System, as well as service providers Mary Frances Trust and Surrey and Borders Partnership NHS Foundation Trust (SABP) that the current building is no longer suitable to deliver the service.

Issues that made the premises unsuitable included: a lack of confidential space, unreliable WiFi connection, lack of parking, lack of accessibility for wheelchair users, poor outdoor lighting, etc.

Although there were many conversations about a possible move between 2017 and 2019, we could not find suitable new premises. When we entered lockdown for the first time in March 2020, the unsuitability of the building became more of an issue and it was decided as a matter of urgency to explore potential new premises and identify the most important needs an alternative venue would need to meet.

After an extensive engagement period to gather views from people using the service, partner organisations and local stakeholders, it was decided that the best location for the service was the Brickfield Centre in Epsom.

We apologise for any inconvenience this move may cause. For further information please visit [www.sabp.nhs.uk/safehaven](http://www.sabp.nhs.uk/safehaven)