

Tell us your views on the Vulnerable Adults Service Health Inclusion Hub

Background

NHS Norfolk and Waveney Integrated Care Board (the ICB) plans and buys healthcare services for the local population. We spend about £2.5 billion of public money on health services every year in Norfolk and Waveney.

We always want to make sure that we are getting the best value for the public money that we spend. We have developed some options about how the Vulnerable Adults Service Health Inclusion Hub could be run in future, and we would like to hear what local people think of them.

What is the Vulnerable Adults Service Health Inclusion Hub?

The service is based in Norwich and provides enhanced primary medical support to people with a complex range of needs. It operates between 9am-5pm, Monday to Friday. It aims to address health inequalities by bringing together specialist healthcare professionals to provide inclusion health services and an asylum seeker and refugee service.

Inclusion health services are for people who are socially excluded and likely to experience stigma and discrimination, live chaotic lives, typically experience multiple overlapping risk factors for poor health, and are not consistently accounted for in electronic records. Many people using the service are homeless and their experiences frequently lead to barriers in access to healthcare and extremely poor health outcomes.

The team provides targeted inclusion health services on a short-term basis, usually up to six months. Service users are then integrated back into GP practices in Norwich to one of the 20 nominated Inclusion Health Practices to ensure a supported transition and to plan for their ongoing needs.

Inclusion health communities elsewhere in Norfolk and Waveney (as well as in Norwich) are supported by GP practices and other health and care services.

What options are we considering for the future of the Vulnerable Adults Service Health Inclusion Hub?

We have developed two options, and these are described below. We have also drafted an Equality Impact Assessment which looks at the potential impact on different groups of people and what we could do to mitigate the impact. The draft Equality Impact Assessment is available on our [website](#).

Option A – Continue to provide the service from its current base in Norwich.

One option we are considering is to continue to run the service from the same building in Norwich.

What would this mean for people who use the service?

- The service would continue to care for vulnerable adults in Norwich / those that can access a central Norwich service, including homeless people, sex workers, those with drug and alcohol dependence and asylum seekers.
- Inclusion health groups elsewhere in Norfolk and Waveney would continue to receive the same support from general practice and other health and care services as they do now.

The Vulnerable Adults Service costs c£446,000 per year (for 2025/26), which is a reduction of c6% from 2024/25. This option would not deliver a further saving.

Option B – Create a team that goes to different communities across Norfolk and Waveney to provide the service and close the base in Norwich.

One option we are considering is creating a team that goes to different communities across Norfolk and Waveney. The service would use an outreach model to care for vulnerable adults across Norfolk and Waveney. The team could either use a specialist vehicle, such as a bus that goes to different communities, or the team could go to community venues and hostels. Either way, we would ensure that the service was provided in a space that was suitable for clinical care.

What would this mean for people who use the service?

- The service would care for vulnerable adults across Norfolk and Waveney, not just those in Norwich.
- Overall, the service would deliver a similar volume of interventions, however there would be less regular access for people living in Norwich.

The Vulnerable Adults Service costs c£446,000 per year (for 2025/26), which is a reduction of c6% from 2024/25. Until further scoping has been undertaken, it is not possible to confirm if this option would deliver further savings.

Our consultation

Before any decision can be made about what to do next with this service, we want to hear what you think about the options we are considering.

We know that making decisions about changing how we provide services is important and we take these decisions seriously.

To help us make a decision, we would like people to tell us what impact the options we are considering would have on them.

We are working with Healthwatch Norfolk who are gathering the views of local people.

Who are we consulting with?

- People across Norfolk and Waveney, including users of this service, their carers and advocates.
- The organisations and staff who currently provide this service and other professionals who signpost to this service.
- Norfolk County Council's Health Overview and Scrutiny Committee.
- Suffolk County Council's Health Overview and Scrutiny Committee.
- Local organisations who provide NHS services to people registered with Norfolk and Waveney.
- Local stakeholders, such as MPs, local councillors and local councils.
- Local voluntary and charitable organisations and their users.
- Norfolk and Waveney Local Representative Committees.

When are we consulting?

Our consultation will run for eight weeks, beginning at 15.00 on 3 March and closing at 23.59 on 27 April 2025.

How you can have your say

- **Online:** Complete our [online survey](#).
- **In person:** You can share your views with the Healthwatch Norfolk team at any of their below sessions:
 - 5 March 2025 – Carers coffee morning, Cromer Hospital, 10.00-12.00
 - 6 March 2025 – North Walsham Salvation Army, 10.00-12.00
 - 7 March 2025 – Alive Foodbank, Norwich, 10.00-12.00
 - 11 March 2025 – Holt Library, 10.30-12.00
 - 20 March 2025 – Norfolk and Norwich University Hospital, 10.00-12.00
 - 22 March 2025 – Family Voice Conference, John Innes Centre, Norwich, 9.00-3.30
 - 25 March 2025 – Wymondham Library, 10.00-12.00
 - 26 March 2025 – Cuppa Care, Erpingham Village Hall, 10.00-12.00
 - 27 March 2025 – Sheringham Salvation Army, 10.00-1.00
 - 2 April 2025 – Carers coffee morning, Cromer Hospital, 10.00-12.00
 - 3 April 2025 – Roundwell GP Surgery, Norwich, 10.00-12.00
 - 3 April 2025 – Aylsham Healthy Town, Aylsham Market Place, 10.00-1.00

- 4 April 2025 – Alive Foodbank, Norwich, 10.00-12.00
- 8 April 2025 – Holt Library, 10.30-12.00
- 9 April 2025 – Cuppa Care at Northrepps Village Hall, 10.00-12.00
- 10 April 2025 – Community Matters Cafe, Cromer Methodist Church, 10.30-12.00
- 11 April 2025 – Roots Community Cafe, Wymondham, 10.00-12.00
- 15 April 2025 – Vision Norfolk coffee morning, Black Swan, North Walsham, 10.00-12.00
- 16 April 2025 – Roys of Wroxham, 10.00-12.00
- 17 April 2025 – Cromer Hospital, 10.00-12.00

The ICB is also holding the following drop-in sessions:


- 31 March 2025 - Assembly Room, King's Lynn Town Hall, 14.00-16.00
- 1 April 2025 - The Forum in Norwich on Tuesday, 17.30-19.00
- 4 April 2025- The Olive Centre in Lowestoft, 10.00-12.00

In addition to this work, we will visit the Vulnerable Adults Service to speak directly with service users and staff and gather their views.


- **Post:** Paper copies are available on request. If you would like one, please email: nwicb.contactus@nhs.net or call 01603 595 857.

Send your completed paper copy to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.

If you would like this document or survey in large print, another language or an alternative format, please contact NHS Norfolk and Waveney ICB. You can contact the ICB by:

 Write to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.

 Emailing: nwicb.contactus@nhs.net

 Calling: 01603 595 857

We will need to receive your consultation feedback by 23.59 on 27 April to ensure we can include it in the final report. Please take into account for any postal feedback.

How will the final decision be made?

We will publish the full consultation feedback report on our [website](#).

We will share the findings of the consultation with the ICB Board and with the Norfolk and Suffolk Health Overview and Scrutiny Committees.

Taking the feedback into account, the ICB Board will then make a decision when they meet in June 2025. This meeting will be held in public so that people can attend, listen and ask questions of the Board if they would like to. Meeting dates, details and papers will be available in advance on our website.

Key dates

Activity	Date
Consultation around proposed options.	15.00 on 3 March 2025 – 23.59 27 April 2025.
Feedback reviewed and consultation report produced.	27 April 2025 – June 2025.
Propose final recommendation for decision at the ICB Board and publish report.	Meeting in June 2025. Date TBC.
Planning and preparation period following decision.	June 2025 – 31 March 2026.

Consultation questions

Feedback form: Tell us your views on the Vulnerable Adults Service Health Inclusion Hub

Please answer the following questions around the Vulnerable Adults Health Inclusion Hub.

Responses to the consultation are being collected and analysed by Healthwatch Norfolk.

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather your views of health and social care services to ensure they are heard by the people in charge.

Healthwatch Norfolk will produce a report for NHS Norfolk and Waveney ICB about the responses to this consultation.

You can read Healthwatch Norfolk's full privacy policy on their [website](#).

Healthwatch Norfolk produce a newsletter about health and social care in Norfolk. If you'd like to receive this newsletter please leave your email address here:

Q1. Please tick all that apply to you.

I have personally used the Vulnerable Adults Service in the last 12 months.	
I have supported someone else to use the Vulnerable Adults Service in the last 12 months, e.g. friend, family, carer.	
I work for the Vulnerable Adults Service.	
I am responding on behalf of a local organisation (please state).	
Other (please state).	

Q1. Option A – Continue to provide the service from its current base in Norwich.

If we decided to do this, what impact would it have on you?

Q2. Option B – Create a team that goes to different communities across Norfolk and Waveney to provide the service and close the base in Norwich.

If we decided to do this, what impact would it have on you?

Q3. Do you have any other suggestions about how the Vulnerable Adults Service Health Inclusion Hub could operate in future?

If yes, please tell us about these by writing them in the box below:

About you

We want to make sure that services are open and accessible and that our consultations are representative of the community we serve and the people that use our services. Please help us measure how far we are achieving this by answering the following questions.

Please note: You do not have to give us this information, but it will help us if you do. We will keep this information confidential and will not use it for any other purpose.

1. How old are you? (Please write the answer in the box below using numbers rather than letters)

2. Are you ...? (Please tick one box only)

Male Female Prefer not to say

Prefer to self-describe, please state.

3. How would you describe your ethnicity?

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese

- Any other Asian background – please state.

Black, Black British, Caribbean or African

- Caribbean
 African
 Any other Black, Black British, or Caribbean background – please state.

Mixed or multiple ethnic groups

- White and Black Caribbean
 White and Black African
 White and Asian
 Any other Mixed or multiple ethnic background – please state.

White

- English, Welsh, Scottish, Northern Irish or British
 Irish
 Gypsy or Irish Traveller
 Roma
 Any other White background – please state.

Other ethnic group

- Arab
 Any other ethnic group – please state.

4. What is your first language? For example, English.

- English
Other – please state

5. Would you describe yourself as having a sensory disability (affecting your sight or hearing), physical disability, learning difficulty or long-term illness? Please tick one box only.

- Yes No Prefer not to say

Where do you live? Please provide the first part of your postcode (e.g. NR4) or leave this blank if you have no fixed abode.

6. Do any of the following apply to you? Please tick all that apply.

- I'm a carer
 Someone cares for me
 I have a long-term condition
 I have a disability
 None of the above
 I prefer not to say

7. Where did you hear about this survey?

- GP website
- Healthwatch Norfolk Event
- Healthwatch Norfolk Newsletter
- Healthwatch Norfolk Website
- News (website / radio / local newspaper)
- Search Engine (e.g. Google)
- Social media (e.g. Facebook / Instagram / X)
- Through a friend or co-worker
- YouTube
- Other (please specify):

Personal information, confidentiality and data protection

Thank you for taking the time to share your views.

Healthwatch Norfolk, on behalf of NHS Norfolk and Waveney ICB, will process any personal information we receive from you in line with the Data Protection Act 1998. This means that we will hold your personal data and only use it for the purpose for which it was collected, being this consultation.

We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation, including any personal information. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

You may wish to keep a copy of your response to our consultation for your own records.

Appendix A: Previous engagement

In 2022, we gathered feedback from vulnerable adults and those with additional needs about their experiences using the Vulnerable Adults Service in Norwich.

You can read the [full engagement report](#) from this engagement on our website.

In 2023, we carried out a consultation on the future of general practice services in Norwich, including the Norwich Walk-in Centre, Vulnerable Adults Service – Inclusion Health Hub, and the GP Practice at Rouen Road. This consultation was undertaken when the contract for these services was due to expire in March 2024.

You can read the [full consultation report](#) on our website.