



Norfolk and Waveney  
Integrated Care Board

# Vulnerable Adults Service Health Inclusion Hub

## Consultation summary and survey





The NHS in Norfolk and Waveney spend £2.5 billion each year on health services.



We think we can make some changes to use the money for health better.



The **Vulnerable Adults Service Health Inclusion Hub** is in Norwich. It helps people who need extra support to get health help.



We have some ideas about **how to run the Vulnerable Adults Service Health Inclusion Hub**. We want to know what you think about our ideas.



We want to know what you think about **two different ways** to run the service. This will help us decide what to do.

# A

**Option A** is to continue to provide the service from its current base in Norwich. **No change.**

# B

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



You can **tell us what you think** to these options by completing our **short survey.**



You can fill in the answers **online** by using this link:  
**<https://improvinglivesnw.org.uk/changes-to-services-in-norfolk-and-waveney>**



Or you can use the **QR code** to open the survey.



The survey will ask you to **tick boxes**. It will also ask you to **write** what you think in words.



The **survey will close at 11.59pm** on 25 May 2025.



We will also be holding **drop-in sessions** where you can tell us what you think and ask questions.



We planned to hold some drop-in sessions, but had to **move them to a later date** because of the council by-elections.



The new dates will be **shared soon.**

## Please complete the survey below

Please tick all that apply to you.

I have 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.	
I work at the Vulnerable Adults Service.	
Other (please state).	

**1. Option A - To continue to provide the service from its current base in Norwich. No change.**

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

**2. 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?

**3. 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:

## Tell us about you

You **do not** have to answer these questions but if you do it helps us make sure we are hearing from a lot of different people.

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



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



Male	
Female	
I'd prefer not to say	
I'd prefer to self describe, please say:	

### 3. What is your first language?



English	
Other, please say:	

### 4. What is your ethnic group?



#### White

White - English, Welsh, Scottish, Northern Irish, British	
White Irish	
Gypsy or Irish Traveller	
White Roma	
Other White background, please say:	

#### Black, Black British, Caribbean or African



Caribbean	
African	
Other Black background, please say:	

## 4. What is your ethnic group?

### Asian or Asian British



Indian	
Pakistani	
Bangladeshi	
Chinese	
Other Asian background, please say:	

### Mixed or multiple ethnic groups



White and Black Caribbean	
White and Black African	
White and Asian	
Other Mixed or multiple ethnic background, please say:	



### Other ethnic group

Arab	
Other ethnic group, please say:	

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



Yes	
No	
Prefer not to say	

**6. 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.**



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**8. 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	

**9. Where did you hear about this survey?**

GP website	
Healthwatch Norfolk event	
Healthwatch Norfolk newsletter or website	
News (website, radio, local newspaper)	
Search engine (e.g. Google)	
Social media (Facebook, Instagram, X)	
Through a friend of co-worker	
Other, please say:	



**Please send your completed survey to:**

FAO Communications Team  
NHS Norfolk and Waveney ICB,  
County Hall, Martineau Lane,  
Norwich, NR1 2DH.



If you would like this information in large print or in an alternative version, please contact us by:



Emailing [nwicb.contactus@nhs.net](mailto:nwicb.contactus@nhs.net)



Or calling 01603 595857.



**Thank you** for taking the time to share your views with NHS Norfolk and Waveney Integrated Care Board.