



# GREATER NORWICH HOMELESS HEALTH NEEDS AUDIT 2016



## Greater Norwich homeless health needs audit 2016

### 1. What is the issue and why is it important for Norwich and Norfolk?

“People who are homeless experience some of the worst health problems in society.”<sup>1</sup>

People who are homeless often have multiple and complex health needs:

- 73% of homeless people report a physical health problem
- 80% report a mental health problem<sup>2</sup>
- The average age of people who die while homeless is 47; for females it is only 43.

Despite this, people who are homeless often struggle to access healthcare. Changes to how health and housing support is provided can make a significant difference. The annual cost of hospital treatment for homeless people is at least £85m a year. Failure to support homeless people to get the healthcare they need when they need it, before they require urgent hospital treatment, comes at great cost to the health sector, and for homeless people themselves. There is mounting evidence of a number of health interventions that can bring significant financial savings.”<sup>3</sup>

Norfolk’s Joint Strategic Needs Assessment [www.norfolkinsight.org.uk/jsna](http://www.norfolkinsight.org.uk/jsna) provides a picture of the Health and Wellbeing of the people of the county and the issues that effect their needs, inequalities and services, aiming to inform and improve their health and wellbeing through providing this information for such as the Health and Wellbeing board, commissioners and strategies for change. Currently there is little data in the current Joint Strategic Needs Assessment (JSNA) about the health needs of this population. This report goes some way to address that.

The health needs audit should identify the needs of this population and identify particular health inequalities. This audit will provide a benchmark for any future surveys and will show if the health needs of single homeless people has improved or worsened.

The aim of the health needs audit was to assess the needs of single homeless adults across greater Norwich.

Greater Norwich survey – Greater Norwich Homeless Health Needs Audit  
 National survey – Homeless link Health Needs Audit  
 GNP – Greater Norwich adult population (15+) – ONS population predictions 2015 <sup>4</sup>

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<sup>1</sup> The unhealthy state of homelessness: Health needs audit, (Homeless Link, 2014)

<sup>2</sup> 87% of respondents to the Greater Norwich Homeless Health Needs Audit said that they had a diagnosed mental health condition.

<sup>3</sup> Homeless health matters, The case for change, (St Mungos Broadway, 2014)

<sup>4</sup>

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates>

## Key findings<sup>5</sup>:

### Access to health services

90% were registered with a **GP (or specialist health care service)** similar to the national survey (92%). 9% said that they had been refused registration; this compares favourably to the national survey that saw double this percentage.

46% were registered with a **dentist**; this is 14% lower than the general population and 12% lower than the national survey.

32% had used an **ambulance** in the past 12 months; of these 22% three or more times. More than three times higher than the general population, higher than the national survey.

In the past 12 months  
**46% visited an A&E service**  
**4X higher** than general  
Population

**53%** visited once  
**19%** visited twice  
**14%** visited three times  
**19%** visited more than 3 times



46% had visited an **A&E** service in the past 12 months. 4 times higher than the general population and 7 % higher than the national survey. Of those 53% had visited once, 19% twice, 14% three times and 19% more than three times.

19% who had **attended hospital/A&E or used an ambulance** in the past 12 months did so because of a mental health problem or condition, 26% because of a drug or alcohol problem.

30% had been **admitted into hospital** in the past 12 months, more than 2 times higher than the general population and 4% higher than the national survey; of those admitted, 67% once, 13% twice, 7% three times and 13% over three times.

In the past 12 months  
**32% used an ambulance**  
**3X higher** than general  
Population

**22%** three or more times



In the past 12 months  
**30% admitted into hospital**  
**2X higher** than general  
Population

**67%** admitted once  
**13%** admitted twice  
**7%** admitted three times  
**13%** admitted more than 3  
times



<sup>5</sup> Icons made by [Freepik](https://www.flaticon.com) from [www.flaticon.com](https://www.flaticon.com)

## Physical health

**Physical health need**  
75% said they had a **long standing illness, disability or infirmity**

**2X higher** than general  
Population



75% said they had a long standing illness, disability or infirmity; this is **more than twice the number than for the general population in Norfolk** and 31% higher than the national survey. 63% said they had some form of physical health need.

24% said they were **receiving help with physical health** but would like more help; 8% said they were receiving no help.

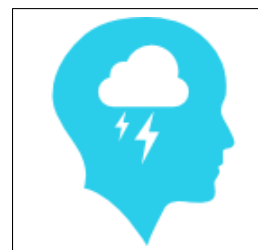
## Mental health

Of the 94 people who were asked about whether they felt **anxious or depressed**. 55% said they were moderately affected. 26% said they were extremely anxious or depressed.

87% of respondents said that they had been diagnosed with a **mental health condition**. 80% of people in the national survey said that they had some form of mental health issue.

23% of people who have a mental health need said that they were **not receiving support or treatment**. Compared to the national survey 16%.

**Anxious or depressed**  
55% said were **moderately affected**  
26% said they were **extremely affected**



## Hospital discharge

Of the 30 people who had been admitted into hospital, more than half said that hospital staff had not ensured **suitable discharge**. In comparison, the national survey found 70% of people said that staff had ensured that suitable accommodation was available on discharge.

37 people answered this question, 65% went into accommodation that they felt was **suitable for their needs**.

24% said they were discharged straight on to the street, 11% said they were discharged into accommodation, but felt it was **not suitable for their needs**.

## Vaccinations and screening

33% of people said they had received the **flu jab** in the last 12 months, higher than the 28% reported in the national survey.

80% of people knew where to access free contraception and 78% said they knew where they could access **sexual health** advice.

## Wellbeing

**Less than two meals per day**  
47%



47% of those surveyed who responded said that they eat **less than two meals per day**. This is 14% higher than the national survey.

34% of people who responded said that they normally eat no **fruit or veg per day**. 41% of people said that they normally only eat either 2 or less portions per day. Only 15% of people said that they eat on average 3 or more portions every day.

**Fruit or vegetables per day**  
**34%** normally eat **none**  
**41%** either **2 or less** portions  
**15%** average **3 or more** portions



### Smoking

**Smoking**  
**3X higher** than the general population



Levels of **smoking** amongst the homeless population in this survey were 10% lower than the national survey; the prevalence of smoking is still more than three times higher than the rest of the adult population.

### Drug and alcohol use

In the last 12 months 49 people said that they had used cannabis. The other **most used drugs** were New Psycho-active substances (16), Cocaine (14), Heroin, Crack and Tranquilisers (13) and Amphetamines (10).

6% of people have or are recovering from an **alcohol problem**; 34% of these were in recovery; levels of alcohol problems very similar to the national survey.



#### Alcohol

**6%** have or are recovering from  
**34%** are in recovery

#### Drugs

**30%**  
**47%**



The number **who drink 10 or more** units of alcohol in a day is **4X higher** than general Population

Whilst levels and instances of **alcohol intake** are lower in general to both of the national surveys, there were a number of people who drink 10 or more units a day; 4 times the level compared to the general population.

26% of people said that they were receiving **help with their mental health need** but they still needed more help; this is 8% more than the national homeless link survey.

48% of people said that they **use drugs or alcohol to help** them with their mental health condition or problem.

31% of people said that they were **not receiving any help** with their alcohol problem. This is more than double the national survey.

30% of people have, or are **recovering from a drug problem**; 47% were currently in recovery.

## 1.2 Data sources used in this report

- Greater Norwich homeless health needs audit (Greater Norwich survey) 2016
- Homeless Link homeless health needs audit (National survey)<sup>6</sup>
- National GP survey 2016<sup>7</sup>
- Health Survey England 2014<sup>8</sup>
- Office for National Statistics (ONS)<sup>9</sup>
- NOMISWEB (ONS official labour market statistics Local authority profiles)<sup>10</sup>
- Census 2011<sup>11</sup>
- QOF 2015-16 – NHS Quality Outcomes Framework – for NHS Norwich CCG<sup>12</sup>
- HSCIC – Health & Social Care Information Centre<sup>13</sup>
- CSEW – Crime survey England and Wales<sup>14</sup>
- Adult Psychiatric Morbidity Survey: Survey of Mental Health and Wellbeing, England, 2014<sup>15</sup>

## 2 Which population is this about?

This health needs audit focusses on the health needs of single homeless people who live in greater Norwich and may fall into one or more of the following categories:

- Roofless - People sleeping rough.
- Houseless - People in accommodation for homeless (direct access hostels).
  - People due to be released from institutions (prison and hospital)
  - People receiving support (due to homelessness - supported accommodation).
- Insecure - People living in insecure accommodation (squatting, sofa surfing).

We know from talking to providers who helped conduct the questionnaires that we were not able to capture the health needs of some homeless people who face severe multiple disadvantage. The nature of this group is that they can be hard to engage and are likely not to be linked into any service provision. Typically, people facing severe multiple disadvantage will have experienced one or more of homelessness, substance misuse, mental health problems and offending behaviours.<sup>16</sup>

## 3. Methodology used

The questionnaire used to gather information was provided by Homeless Link (as used in their national surveys)<sup>17</sup>. Key worker sessions were used as the main activity of capturing information from clients who completed the survey.

<sup>6</sup> <http://www.homeless.org.uk/facts/homelessness-in-numbers/health-needs-audit-explore-data>

<sup>7</sup> <https://gp-patient.co.uk/surveys-and-reports>

<sup>8</sup> <http://content.digital.nhs.uk/catalogue/PUB16076>

<sup>9</sup> <https://www.ons.gov.uk/>

<sup>10</sup> <https://www.nomisweb.co.uk/>

<sup>11</sup> <https://www.ons.gov.uk/census/2011census>

<sup>12</sup> <http://content.digital.nhs.uk/qof>

<sup>13</sup> <http://www.content.digital.nhs.uk/catalogue/PUB17526/stat-smok-eng-2015-rep.pdf>

<sup>14</sup> <https://www.gov.uk/government/statistics/tables-for-drug-misuse-findings-from-the-2013-to-2014-csew>

<sup>15</sup> <http://content.digital.nhs.uk/article/2021/Website->

Search?productid=21938&q=health+survey+mental+health&sort=Relevance&size=10&page=1&area=both#top

<sup>16</sup> <https://lankellychase.org.uk/wp-content/uploads/2015/07/Hard-Edges-Mapping-SMD-2015.pdf>

<sup>17</sup> <http://www.homeless.org.uk/our-work/resources/homeless-health-needs-audit>

#### 4. Socio demographics of the respondents to the Greater Norwich health needs audit (Greater Norwich survey) 2016

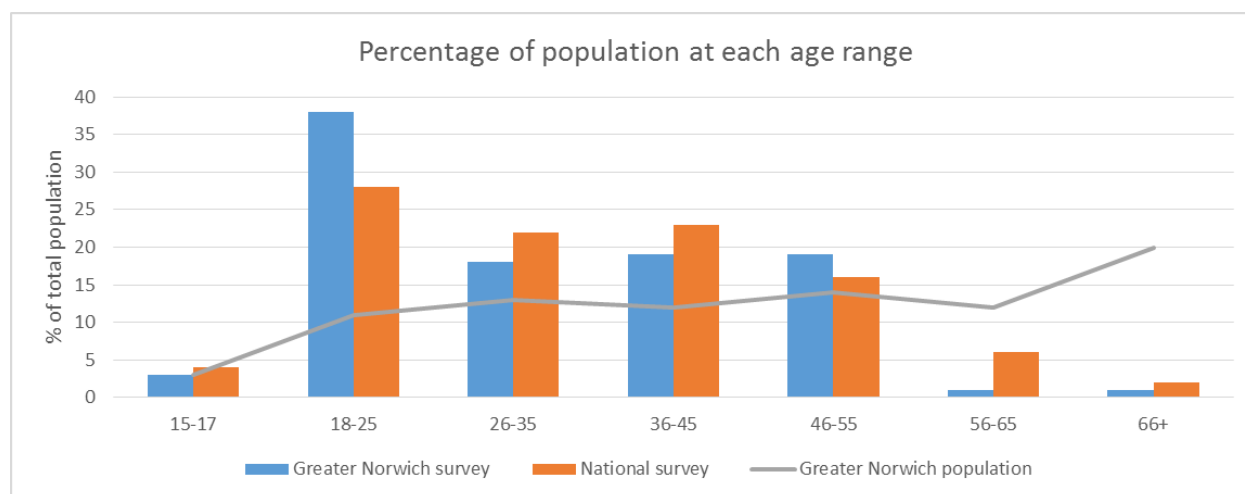
##### 4.1 Age

From 101 respondents: ages ranged from 15 to 69, with an **average age of 33**.

The

Age	Greater Norwich survey %	National survey %	GNP %
15-17	3	4	3
18-25	38	28	11
26-35	18	22	13
36-45	19	23	12
46-55	19	16	14
56-65	1	6	12
66+	1	2	20

Greater Norwich survey had a greater proportion of young people (18-25 year olds) compared to Homeless Link's national survey (National survey). It is likely that the health problems of younger homeless people are not as serious (and as well developed) when comparing with older people who have experienced homelessness for longer.



The population is higher in the younger age groups with very few older people. The average age of death for a homeless person is 47 years, slightly younger for females. Life expectancy for the general population is about 80 and females live longer than males.<sup>18</sup> The Greater Norwich survey follows the same pattern as that of the much larger National survey.

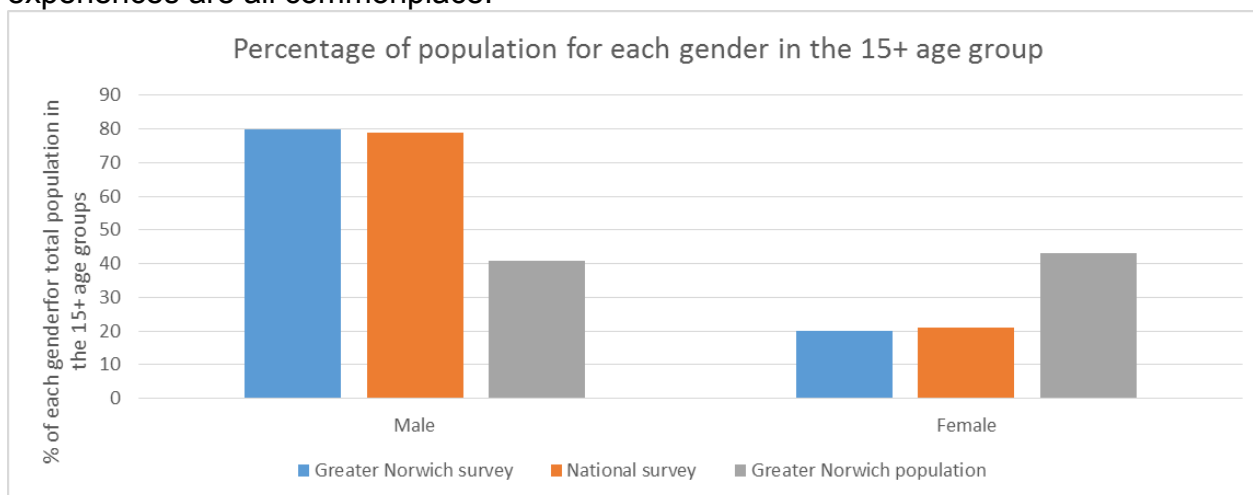
<sup>18</sup> Homelessness: A silent killer, Crisis: <http://www.crisis.org.uk/data/files/publications/Homelessness%20-%20a%20silent%20killer.pdf> (accessed 17/10/2016)

## 4.2 Gender

Gender	Greater Norwich survey %	National survey %	GNP %
Male	80	79	41
Female	20	21	43

The Greater Norwich survey population gender split mirrors that of the National survey study; 80% males.

Reasons for homelessness for males and females are often due to a number of contributing factors. For example; “there are high levels of vulnerability within the female homeless population – mental ill-health, drug and alcohol dependencies, childhoods spent in care, experience of sexual abuse and other traumatic life experiences are all commonplace.”<sup>19</sup>



## 4.3 Sexuality of Greater Norwich survey respondents

Heterosexual: 93%  
 Gay man: 2%  
 Gay woman/lesbian: 2%  
 Bi-sexual: 3%  
 Prefer not to say: 1%

## 4.2 Migration/ethnicity of Greater Norwich survey respondents

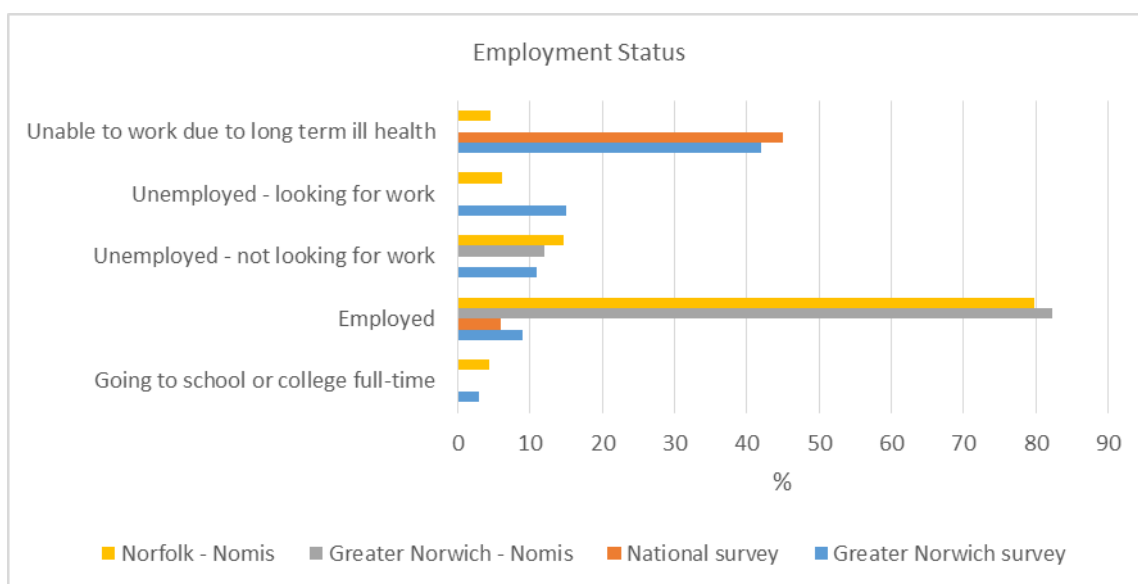
Migration/Ethnicity	Greater Norwich survey %	Homeless Link Health Needs Audit %	Greater Norwich population
UK National	92	93	
White	92	89	97

<sup>19</sup> [www.crisis.org.uk/pages/homeless-diff-groups.html](http://www.crisis.org.uk/pages/homeless-diff-groups.html)



### 4.3 Employment status

	Greater Norwich survey %	National survey %	Norfolk – Nomis % <sup>20</sup>
Unable to work due to long term ill health	42	45	4.6
Unemployed - looking for work	15	not available	5.9
Unemployed - not looking for work	11	not available	17.7
Employed	9	6	76.7
Going to school or college full-time	3	not available	4.7

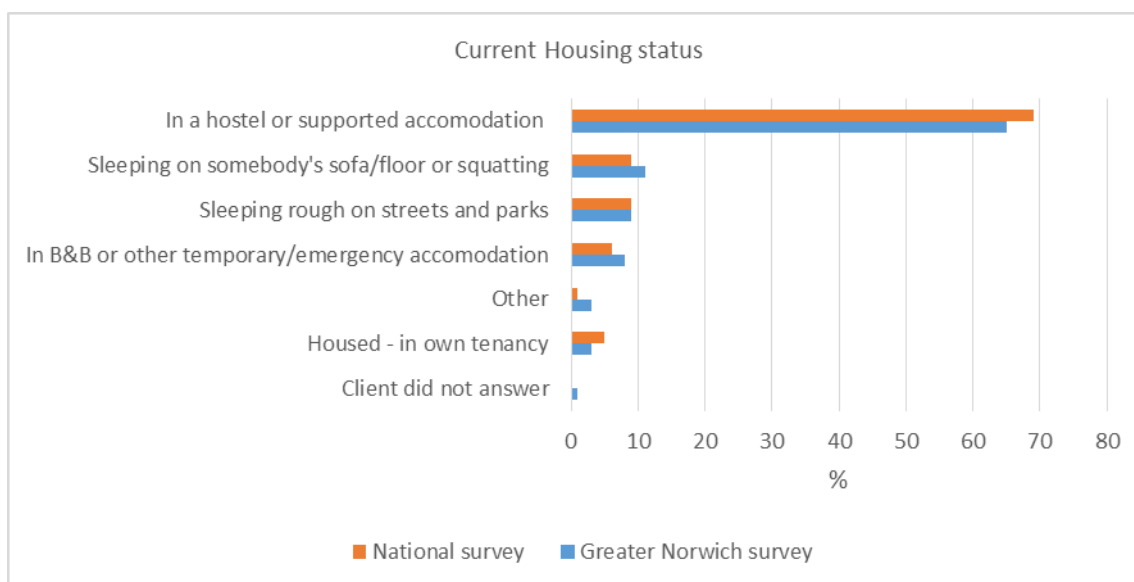


The Greater Norwich survey follows a similar trend to the National survey and shows the disparity between the general population in employment and that of the homeless community. The percentage declaring they are not looking for work are very similar, however, those who are not able to work due to ill health is significantly higher in both homeless studies. This may show a greater need for health support and the possible improvement which could be made to this group should they be able to go on to return to work or no longer in need of permanent support.

<sup>20</sup> People included in the unemployed – looking or not looking for work may also be included in other categories

## 4.2 Current housing status

Current status	Greater Norwich survey %	National survey %
In a hostel or supported accommodation	65	69
Sleeping on somebody's sofa/floor or squatting	11 <sup>21</sup>	9
Sleeping rough on streets/parks	9	9
In B&B or other temporary/emergency accommodation	8	6
Other	3	1
Housed - in own tenancy	3	5
Client did not answer	1	0



The Greater Norwich survey had very similar percentages to the National survey as to the housing status of those people responding to the survey.

<sup>21</sup> All who responded to this question were sofa surfing.

#### 4.4 Background of respondents

Background (can be more than one)	Greater Norwich survey % <sup>22</sup>
Spent time in prison	40
None of these backgrounds	25
Spent time in local authority care	21
Admitted to hospital because of a mental health issue	20
Been a victim of domestic violence	16
Spent time in a secure unit or young offender institution	5
Spent time in the armed forces	2

There is a link between people leaving prison and becoming homeless. The Greater Norwich survey demonstrates this high proportion of those whom responded having spent some time in prison. An increase has been seen in the numbers of people within Norwich who are no fixed abode following leaving prison. In the last year (16/17) our Norwich rough sleeper outreach service saw 111 individuals who had left prison with no fixed address; double the number we saw in 2013/14.<sup>23</sup>

#### 5. Access to health services

##### 5.1 GP or specialist health care service

90% of respondents were **registered with a GP** or specialist homeless health care service. This is about the same as the national survey with 92% registered.

Registered with:	Greater Norwich survey %	National survey %
GP	90	92
Dentist	46	58

##### 5.2 Of those registered with a GP or specialist health care service how many times did you use this service?

78% of people had **used a GP** or specialist health care service in the last 12 months; 62% of those people registered had used their local service 3 or more times in the last 12 months. 21% of those registered had only used their local service once or not at all during the same time period.

##### 5.3 Dentist

46% of people were registered with **a dentist**; this is 14% lower than the general population and 12% lower than the national survey.<sup>24</sup>

<sup>22</sup> These percentages will not add up to 100% because the respondent could choose more than one response.

<sup>23</sup> Source, St Martins Housing Trust.

<sup>24</sup> It is estimated that 60% of the general population are registered.

#### 5.4 In the last 12 months have you?<sup>25</sup>

##### Used an ambulance?

32% of people had **used an ambulance** in the past 12 months; 22% of those people who had used an ambulance three or more times. This level of use is more than three times higher than the general population and is higher than the national survey.

##### Been to A&E?

46% of people had **visited an A&E service** in the past 12 months. This is 4 times higher than the general population and 7% higher than the National survey. Of those who had visited an A&E service 53% had visited once, 19% had visited twice, 14% had visited three times and 19% had visited over three times.

##### Been admitted into hospital?

30% of people had been **admitted into hospital** in the past 12 months. This is more than 2 times higher than the general population and 4% higher than the national survey; of those admitted, 67% had been admitted once, 13% had been admitted twice, 7% had been admitted three times and 13% had been admitted over three times.

The table below shows the Greater Norwich survey compared to the general population and national study.<sup>26</sup>

	<b>Greater Norwich survey 12 months % answered as one or more</b>	<b>National survey 6 months %</b>	<b>Greater Norwich Population %<sup>27</sup></b>
Used a GP	78	82	14
Visited A&E	45	38	11.5
Used a dentist		35	14
Used an ambulance	32	26	9 <sup>28</sup>
Admitted to hospital	30	26	13.6

<sup>25</sup> In the national Homeless Link survey the time period used was 6 months.

<sup>26</sup> For general population comparisons;

GP Patient Survey NHS Norwich CCG <http://results.gp-patient.co.uk/>

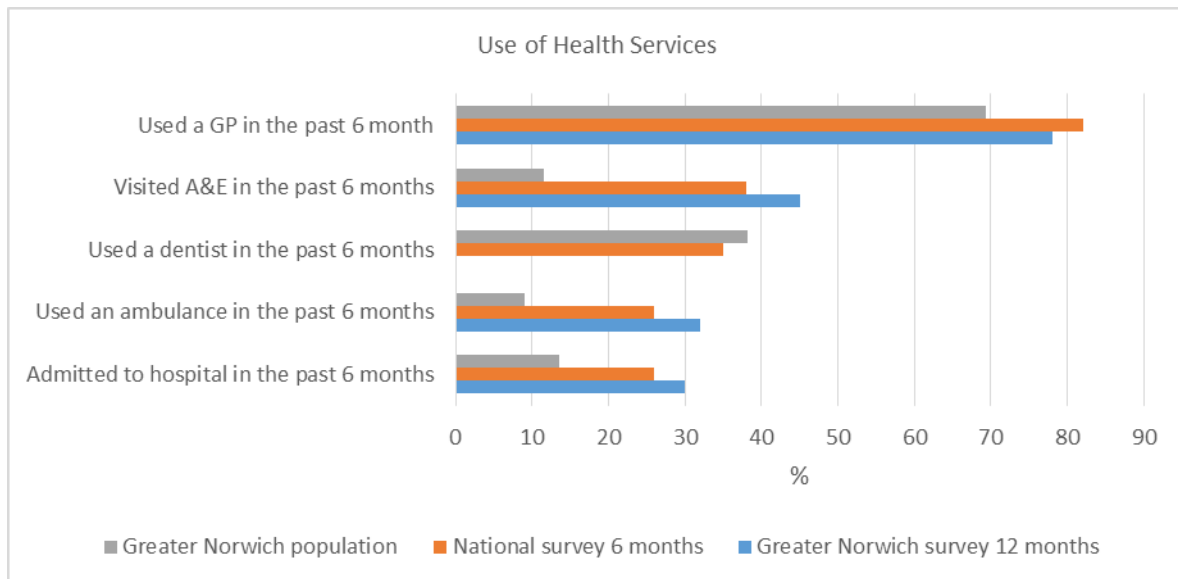
NCC PH calculations from HES 12 months 2014/15

<sup>27</sup> For general population comparisons;

GP Patient Survey NHS Norwich CCG <http://results.gp-patient.co.uk/>

NCC PH calculations from HES 12 months 2014/15

<sup>28</sup> Estimate for those used an ambulance is based on half those attended by an ambulance are transported to hospital and the number attending A&E arriving by ambulance.



### **Before you were discharged from hospital did staff ask if you had somewhere suitable to go to?**

Of the 30 people who had been admitted to hospital, less than half said that hospital staff had ensured suitable discharge. In comparison, the national survey found 70% of people said that staff had ensured that suitable accommodation was available on discharge.

### **When you were discharged from hospital, where did you go?**

Of the 37 people who answered this question, 65% went into accommodation that they felt was suitable for their needs. 24% said that they were discharged straight on to the street. The other respondents 11% said that they were discharged into accommodation, but they felt it was not suitable for their needs.

### **What was the reason for attending A&E, hospital or using the ambulance in the past 12 months?**

The following reasons were given by the 27 respondents to this question:

- 37% - Physical health problem or condition
- 19% - Mental health problem or condition
- 15% - Relating to alcohol use
- 11% - Relating to drug use
- 7% - Self harm or attempted suicide/Accident
- 3% - Childbirth or pregnancy

## 6. Physical health needs

### 6.1 Long-standing illness, disability or infirmity

75% of people said that they had a long standing illnesses, disability or infirmity; this is more than twice the number of people in Norfolk and 31% higher than the national survey.

Long standing illness	Greater Norwich survey	National survey	Norfolk – Census 2011 <sup>29</sup>	GP Patient survey – NHS Norwich CCG
Yes	75	44	27	54

### 6.2 Physical health conditions

The results from the survey and comparisons have been summarised in the table below, not all were recorded by both surveys. Nationally published data for the general population have been included where possible for comparison, however they may have categorised the conditions differently.<sup>30</sup>

These are an indication of the “types” of illnesses prevalent. For the general population they are more Diabetes and blood pressure associated with lifestyle, whereas the homeless population have significant problems with illnesses associated with breathing, lungs and joints associated with living conditions (cold, damp etc.).<sup>31</sup>

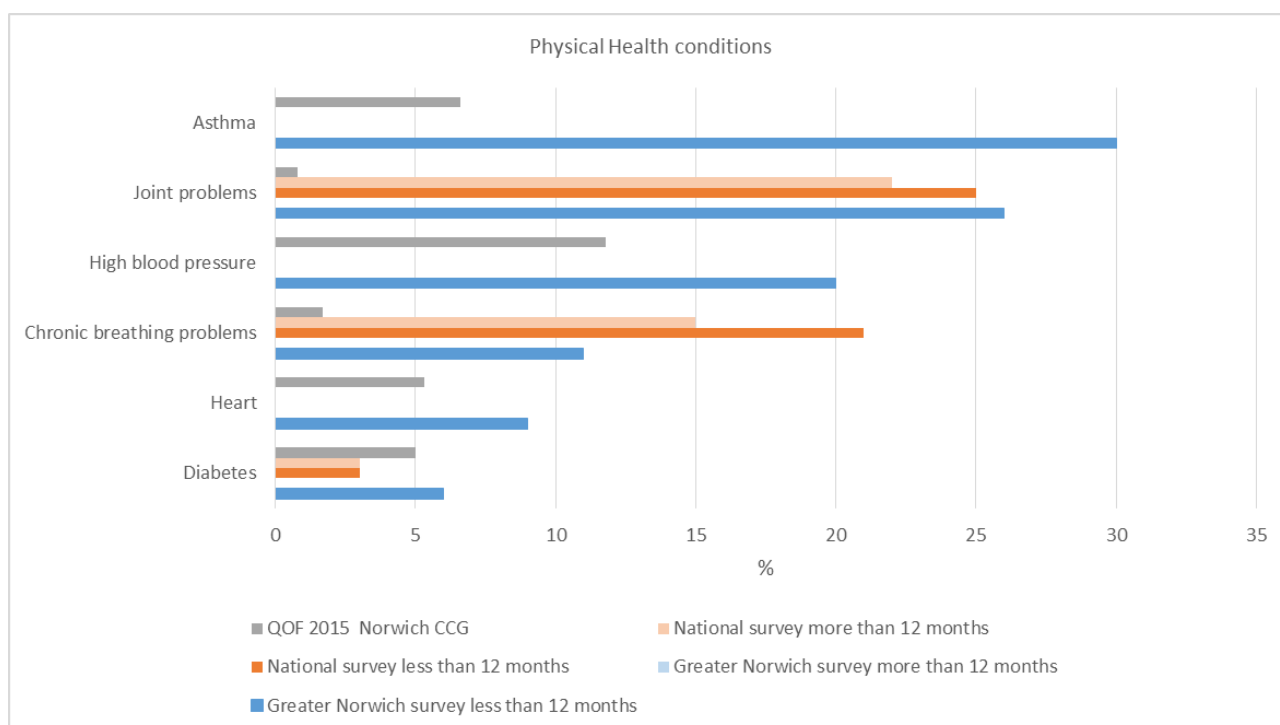
<sup>29</sup> <https://www.ons.gov.uk/census>

<sup>30</sup> Category comparisons

GNHNA	QOF Norwich CCG <sup>30</sup>
Heart	Coronary Heart Disease, Atrial Fibrillation, Heart Failure
Chronic breathing problems	COPD
Asthma	Asthma
High blood pressure	Hypertension
Joint problems	Rheumatoid Arthritis
Diabetes	Diabetes Mellitus

<sup>31</sup> <http://www.mungos.org/documents/5390/5390.pdf>

% prevalence	Greater Norwich survey		National survey		QOF 2015-16 <sup>32</sup>
	less than 12 months	more than 12 months	less than 12 months	more than 12 months	NHS Norwich CCG
Asthma	30				6.6
Joint problems	26		25	22	0.8
Eye problems	23		14	14	
Teeth problems	22		22	15	
Fainting/blackouts	22		12	9	
High blood pressure	20				11.8
Stomach problems	19		13	11	
Liver problems	17		7	7	
Feet problem	16		13	10	
Epilepsy/seizures	12		3	3	
Chronic breathing problems	11		21	15	1.7
Skin - wound infection	11		11	8	
Urinary problems	9		8	5	
Circulation	9		6	8	
Heart	9				5.2
Diabetes	6		3	3	5
Tuberculosis	1				
HIV	0				



<sup>32</sup> <http://www.content.digital.nhs.uk/catalogue/PUB22266> Diagnosed conditions

### 6.3 Receiving help with your physical health need

If respondents answered yes to any physical need, they were asked if they were receiving support/treatment to help them with their physical health problem.

63 of the 101 people who responded to the survey said that they had some form of physical health problem.

- 8% said they were receiving no help but it would help them
- 19% said that they did not need any help
- 49% said they were receiving help and it met their needs
- 24% said that they were receiving help but would still like more help

The above responses show similar levels to the National survey; however there is a greater percentage of younger respondents in the Greater Norwich survey. It is likely that the needs of these younger people will increase as they get older.

### 6.4 Mobility

When asked about difficulties with mobility of the 98 people who answered this question 26% said that they had some problems.

### 6.5 Self care

Of the 96 people who answered this question, 20% said they had some problems washing or dressing themselves.

### 6.6 Able to perform usual activities

Of the 97 people who answered this question, 38% said they some problems performing their usual day to day activities.

### 6.7 Pain or discomfort

Of the 96 people who answered this question, 35% said they have moderate pain or discomfort; 8% said that they had extreme pain or discomfort.

## 7. Mental health conditions

97 out of 101 clients responded yes to any of the listed conditions “Has a Doctor or health professional ever told you that you have any of the following (listed conditions) mental health or behavioural conditions?”

	<b>Greater Norwich survey</b>	<b>National survey Diagnosed mental health condition</b>	<b>National survey Reported mental health condition</b>	<b>Adult Psychiatric Morbidity Survey: Survey of Mental Health and Wellbeing, England, 2014<sup>33</sup> East of England Common Mental Health Disorder</b>
Yes, has a diagnosed mental health condition	87%	44%	86%	14%

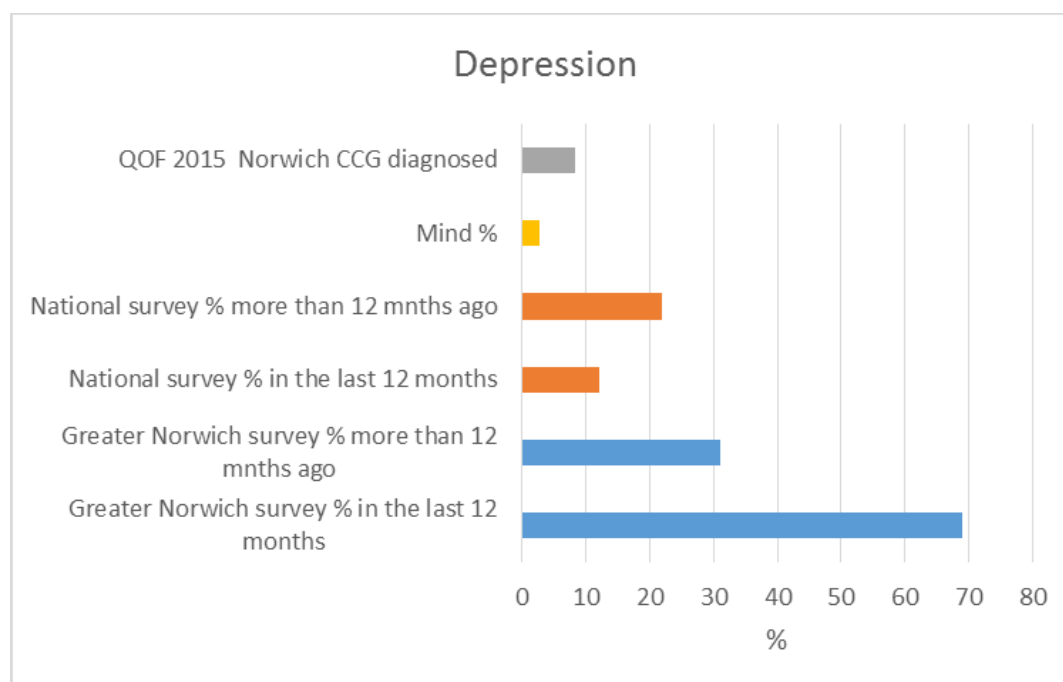
<sup>33</sup> <http://content.digital.nhs.uk/article/2021/Website-Search?productid=21938&q=health+survey+mental+health&sort=Relevance&size=10&page=1&area=both#top>



Responses to the Greater Norwich survey question above indicating specific conditions and when this diagnosis was received

<b>Condition (more than one could be selected)</b>	<b>% of all respondents who indicated this condition</b>	<b>% of those indicated this was in the last 12 months</b>	<b>% of those indicated this was more than 12 months ago</b>
Depression	77	69	31
Anxiety	63	69	31
Dual diagnosis	30	65	35
ADHD	20	29	71
Psychosis	18	75	25
Learning disability	18	43	57
Eating disorder	15	31	69
Post-traumatic stress disorder (PTSD)	15	58	42
Personality disorder	15	42	58
Autism	8	67	33
Other mental health or developmental condition	6	20	80

	Greater Norwich survey % in the last 12 months	Greater Norwich survey % more than 12 months ago	National survey % in the last 12 months	National survey % more than 12 months ago	QOF 2015 Norwich CCG Diagnosed prevalence %
Depression	52	23	12	22	8



### 8.1 Mental health amongst those respondents who have spent time in prison

40% of respondents to the survey said that they had spent some time in prison and had been diagnosed with the following mental health conditions:

Condition	% of respondents who had spent time in prison who had been diagnosed with a mental health condition
Depression	70
Anxiety	57
Dual diagnosis	30
Eating disorder	20
ADHD	20
Learning disability	15
Personality disorder	10
Psychosis	7

### 8.2 What is the state of your health today: are you anxious or depressed?

Of the 94 people who answered this question;

- 17% said that they were not anxious or depressed
- 55% said that they were moderately anxious or depressed
- 26% said that they were extremely anxious or depressed.

### 8.3 Are people receiving support for their mental health problems?

87% of respondents said that they had been diagnosed with a mental health problem. 23% of people who have a mental health need said that they were not receiving support or treatment. This is 7% more than the National survey. Evidence of this unmet need is also shown in the number of people (26% in this survey) who access A&E, hospital and ambulance services in the past 12 months was because of a mental health problem, self-harm or suicide attempt.

26% of people said that they were receiving help with their mental health need but they still needed more help; this is 8% higher than the national homeless link survey.

## 9. Drug and alcohol use

### 9.1 Alcohol

26% of people have or were recovering from an alcohol problem; 34% of these were in recovery; levels of alcohol problems very similar to the National survey (27%).

### 9.2 Are you receiving support/treatment to help you with your alcohol problem?

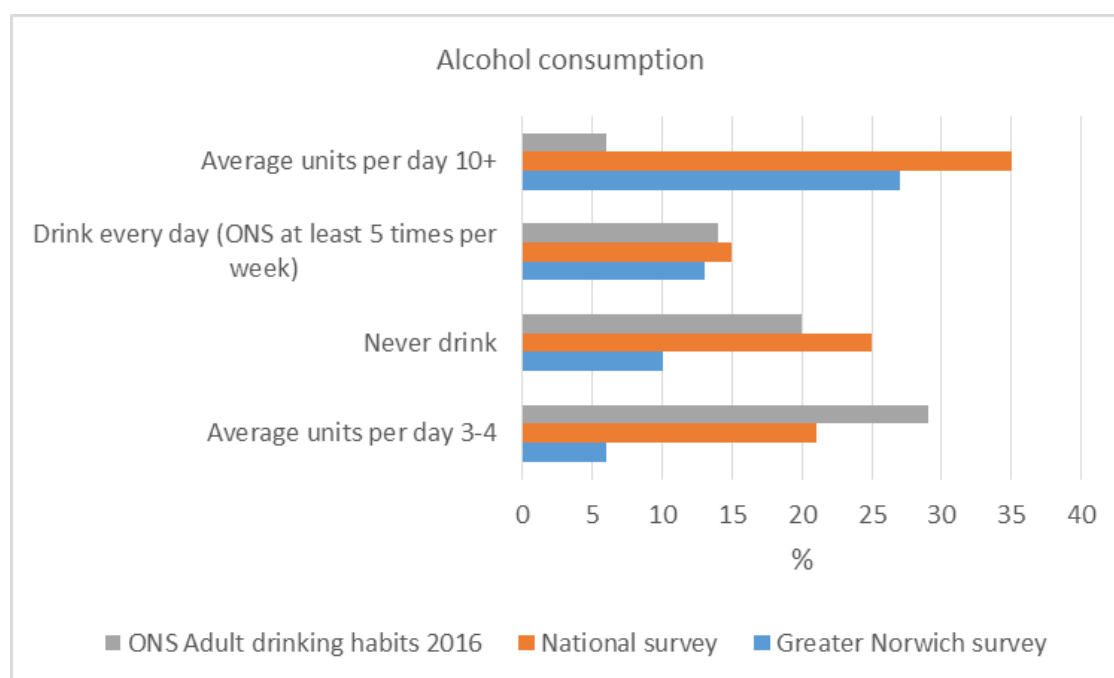
29 respondents answered this question in the Greater Norwich survey

	Greater Norwich survey %	National survey %
No, but it would help me	31	15
No, I do not need it	28	20
Yes, and it meets my needs	28	41
Yes, but I'd still like more help	14	23

These statistics suggest that compared to the National survey homeless people in Greater Norwich are not receiving the same level of support/treatment compared to their counterparts in the rest of the country.

### 9.3 Alcohol intake

Alcohol intake	Greater Norwich survey %	National survey %	ONS Adult drinking habits 2016 for East of England <sup>34</sup> %
Average units per day 10+	27	35	6 (on heaviest drinking day in the last week exceeded 12/9 units)
Drink every day	13	15	14 (at least 5 times per week)
Never drink	10	25	20 (Teetotal)
Average units per day 3-4	6	21	29 (on heaviest drinking day in the last week exceeded 4/3 units)



Whilst levels and instances of alcohol intake are lower in general to National survey, there is a significant number of people in the Greater Norwich survey who drink 10 or more units a day; 4 times the level compared to the general population.

### 9.3 Drugs

30% of respondents have, or were recovering from a drug problem; 47% were currently in recovery. The percentage of those using drugs is lower than National survey. There was a higher percentage of younger people who responded to the Greater Norwich survey, young people are probably less likely to be more dependent on drugs (other than Cannabis) compared to an older homeless person.

34

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/drugusealcoholandsmoking/dataset/s/adultdrinkinghabits>

The following responses were recorded to the question; “In the last 12 months have you taken any of the following?”

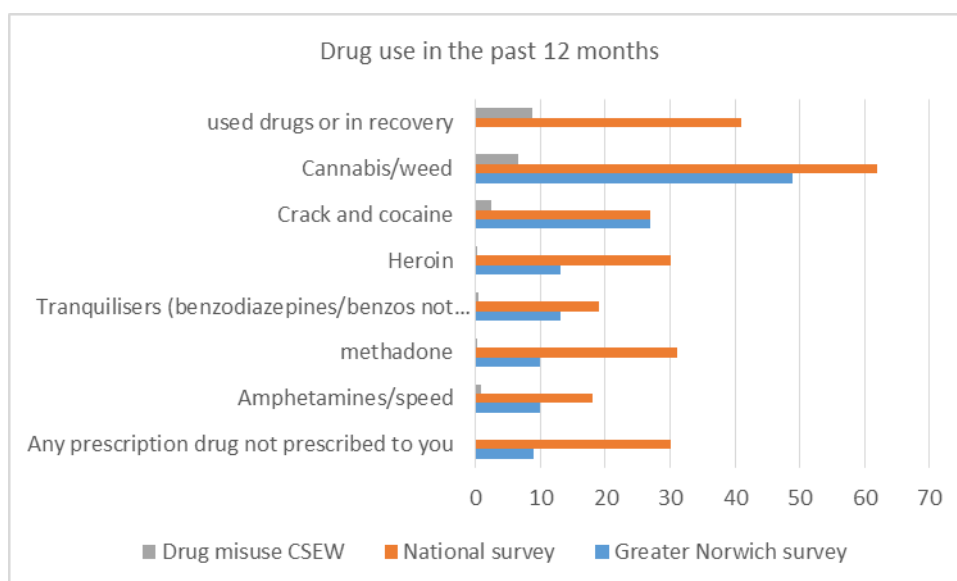
Substance	Number of responses <sup>35</sup>
Cannabis	49
New Psychoactive Substances	16
Cocaine	14
Heroin	13
Crack	13
Tranquiliser	13
Amphetamines	10
Any other prescription drugs	9

The 15-25 year old age group were the main age group (55%) who said that they used Cannabis in the past 12 months.

	Greater Norwich survey %	National survey %	Drug misuse CSEW <sup>36</sup> Table Ext_02 Proportion of 16 to 59 year olds reporting use of drugs in the last year, 1996 to 2013/14
Used drugs or in recovery	67	41	8.8
Heroin	13	30	0.1
Crack and cocaine	27	27	2.4
Cannabis/weed	49	62	6.6
Amphetamines/speed	10	18	0.8
Tranquilisers (benzodiazepines/benzos not prescribed)	13	19	0.5
Any prescription drug not prescribed to you	9	30	
Methadone	10	31	0.2

<sup>35</sup> These are numbers of responses rather than percentages as a person may take more than one substance.

<sup>36</sup> <https://www.gov.uk/government/statistics/tables-for-drug-misuse-findings-from-the-2013-to-2014-csew>



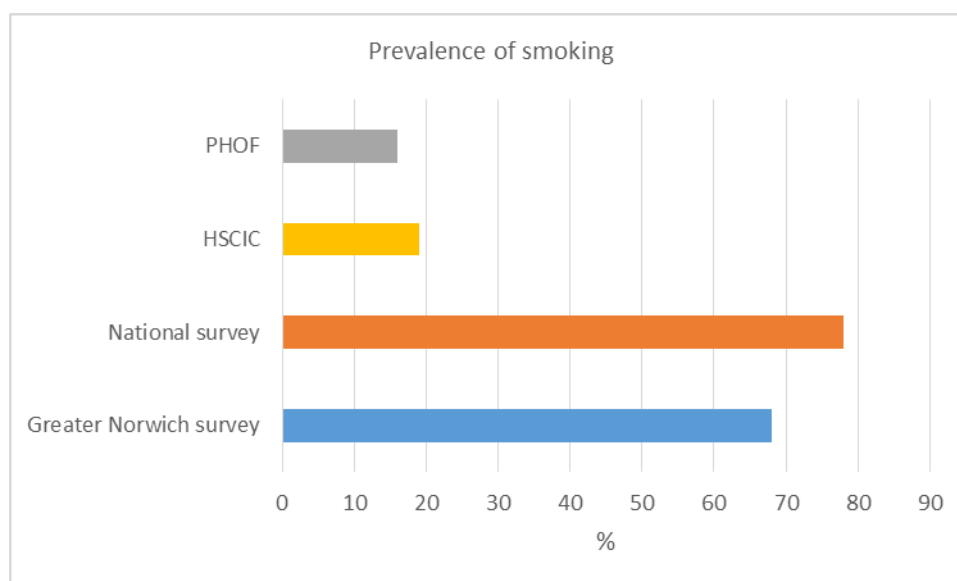
#### 9.4 Are you receiving help or treatment with your drug problem?

	Greater Norwich survey % (N=29)	National survey %
Yes, and it meets my needs	38	41
Yes, but I'd still like more help	17	16
No, but it would help me	17	9
No, I do not need any	28	34

#### 9.5 Prevalence of smoking amongst homelessness population

	Greater Norwich survey %	National survey %	PHOF 2.14 Smoking Prevalence in adults – current smokers in Norfolk <sup>37</sup>
Do you smoke cigarettes, cigars or a pipe	68	78	16

<sup>37</sup> <http://www.phoutcomes.info/public-health-outcomes-framework#page/3/gid/1000042/pat/6/par/E12000006/ati/102/are/E10000020/iid/92443/age/168/sex/4>



Whilst the level of smoking amongst the homeless population in this survey was lower than the national survey; the prevalence of smoking is more than three times higher than the rest of the adult population.

## 8. Vaccinations

### 8.1 Have you ever been vaccinated against hepatitis B?

- 47% - Don't know
- 23% - Never
- 29% - Yes (National survey 40%)
- 2% - Blank

### 8.2 Have you been vaccinated against flu?

- 33% - Don't know
- 33% - Never
- 33% - Yes (National survey 28%)<sup>38</sup>
- 2% - Blank

Population vaccination coverage for at risk individuals (PHOF3.03xv<sup>39</sup>) for Norfolk is 43.2%

### 8.3 Have you had a NHS health check in the past 12 months (clients over 40 only)?

- 19% - Don't know
- 39% - No
- 42% - Yes

Cumulative % of the eligible population aged 40-74 who receive an NHS Health check for Norfolk is 26.2%

<sup>38</sup> This was within a six months period compared with twelve in the local survey.

<sup>39</sup> <http://www.phoutcomes.info/public-health-outcomes-framework#page/0/gid/1000043/pat/6/par/E12000006/ati/102/are/E07000148>

#### 8.4 Have you had a sexual health check in the past 12 months?

- 9% - Don't know
- 45% - No
- 33% - Yes
- 14% - Blank

#### 8.5 Do you know where to access free contraception?

- 10% - N/A
- 10% - No
- 80% - Yes

#### 8.6 Do you know where to access advice about sexual health?

- 10% - N/A
- 12% - No
- 78% - Yes

### 9. Diet

It is widely accepted that being homeless makes it difficult for a homeless person to lead a healthy lifestyle: "High levels of smoking and poor diets are likely to make existing physical and mental health more difficult to overcome and could lead to health issues in later life."<sup>40</sup>

#### 9.1 How many meals do you eat a day?

47% of those surveyed who responded said that they eat less than two meals per day. This is 14% higher than the national survey.

#### 9.2 How many portions of fruit and veg do you usually eat per day?

- 34% of those surveyed who responded said that they normally eat no fruit or vegetables per day.
- 41% of people said that they normally only eat either 2 or less portions per day.
- 15% of people said that they eat on average 3 or more portions every day.

For the Norfolk population in general the average portions of fruit consumed daily (adults)<sup>41</sup> is 2.68 portions and for Vegetables this is 2.41<sup>42</sup>. The proportion of adults in Norfolk who meet the recommended '5-a-day' on a 'usual day' is 59.8%.

<sup>40</sup> Page9, The unhealthy state of homelessness: Health audit results (Homeless Link, 2014)


<sup>41</sup> <http://www.phoutcomes.info/public-health-outcomes-framework#page/3/gid/1000042/pat/6/par/E12000006/ati/102/are/E10000020/iid/91478/age/164/sex/4>

<sup>42</sup> <http://www.phoutcomes.info/public-health-outcomes-framework#page/3/gid/1000042/pat/6/par/E12000006/ati/102/are/E10000020/iid/91479/age/164/sex/4>

### Recommended future actions

Review how to reduce the use of ambulances within the homeless population.	The use is 3 times higher than the general population. Are there prevention strategies which could be implemented?
Review how to reduce the use of A&E.	The use is 4 times higher than the general population and 7 % higher than the national study. Are there services which could be put in place to provide care to prevent the need for A&E?
Review how to reduce the number of admittances into hospital.	Some of the reasons for admittance are due to drug and mental health problems. Are there opportunities for specialist services to be more reactive to the needs of the homeless outside the hospital setting?
Increase the use of dentistry services.	Is there a need for specialist services modelled on the healthcare service?
Further research is required to assess the health inequalities of the homeless population who face severe multiple disadvantage (SMD).	Detail could be included in future survey or conduct a specialist survey. Undertake a study of the need and prevalence of SMD in Greater Norwich.
Understand the prevalence of long-standing illnesses, disabilities and infirmities.	The percentage shown in the Greater Norwich survey was high, a further study is required to understand if this was due to the interpretation of the question or what percentage of these illnesses could be helped with more health interventions.
Improve engagement in alcohol services	Review if the level of support/treatment be improved, consider models of best practice in other better performing areas.
Improve the diet and access to fresh food	47% of those surveyed who responded said that they eat less than two meals per day. This is 14% higher than the national survey. Could providers of services review what food is available for homeless people or a review of what could be done to support this.





With thanks to all the people who took the time to share information about their health needs and to the following organisations who took part in the audit:

Genesis Housing Association  
Homegroup  
Leeway  
Mancroft Advice Project  
NHS City Reach  
Orwell Housing Association  
Public Health - Norfolk County Council  
Solo housing  
St Martins Housing Trust  
YMCA Norfolk

