

Abstract:

Resources: Needs analysis is an important tool to determine the demands and needs of target groups whom we offer or want to offer particular services. In 2015 there were reported 17, 029 users in communication with drop-in centre services (Mravčík et al., 2015). However, there is a lack of feedback on behalf of the clients, which would help create, develop, and also adjust current programme or service. Similar analysis in Zlín region was made in the year 2010 (Radimecký, 2010), next analysis with recreational users was made in Mělník area (Přádová, 2015), and with clients of drop-in centres in Prague (Miovský, 2003).

Targets: The research is focused on needs analysis aimed to reveal which services are available for clients, how appealing offered services are, and whether services on offer meet the demands of clients. In this I also concentrate on the characteristics of local drug environment. Another target is to determine how the needs of target group have been changing since 2010 and the possibility to compare whether and to what extent the needs of workers and clients differ. In 2010 recommendations to establish a new kind of service were published, and my aim is also to compare these recommendations with my results, and create a new list of recommendations and proposals.

Research unit: Research respondents were divided into two categories – drug users and workers in K-centres in each district of Zlín region, together with the representative of municipality. The research involved 16 respondents altogether (8 clients, 8 workers).

Methodology: Practical part of the thesis was performed with the aid of my own questionnaire survey of clients; and workers and the representative of municipality were dealt with semi-structured interviews. Data analysis was realized with the means of open coding, text colouring, categorizing, list of individual categories and their frequency, and evaluated by descriptive statistics. Data were processed by the method of needs analysis.

Results: Thanks to the research results it was determined that 11 respondents are satisfied with services on offer, and 5 respondents would welcome realization of new addictology service in Zlín region. All 8 clients visit K-centres namely for the reason of exchange of injecting equipment, one of them also visits pharmacies, exactly in the time when K-centres are closed. All 8 clients also make use of hygienic service (shower). 7 clients are satisfied with opening hours, only 1 client would prefer longer stay in K-centre. The results claim that clients are satisfied with opening hours, however, according to workers clients complain about opening hours the most.

Conclusions: Clients are satisfied with services and Zlín region has sufficient network of services. In conclusion, introduction of a new service is not necessary. However these results could contribute to a discussion about realization of a new addictology service, and to a more complex view of the needs of clients and workers.

Key words: needs analysis, harm reduction, drop-in centres, problematic drug usage, Zlín region