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I am pleased to introduce Hackney’s Local Account for 2016/17 which gives an update on the progress we have made against what we said we would do last year and what we plan to do in 2017/18 and beyond. Thank you to those people who use our services who gave their time to help us to shape this year’s Local Account, which is, at the request of residents, shorter and more focused.

In Adult Social Care our focus has been on promoting independence and enabling people to remain living in the community for as long as possible with appropriate support. This remains our goal, and whilst we have achieved a lot, we continue to face difficult challenges in the future.

Cuts in central government funding mean that we have fewer resources available to us to provide or commission services for our vulnerable residents. The cuts of recent years are set to continue.

This means that we have some very difficult decisions to make and we need to think innovatively about how best we can rise to the challenge of meeting our local needs. We will continue to make best use of all the funding available to us and ensure there is a provision of a wide range of local care and support services to respond to our residents’ needs.

These ongoing financial pressures make it vital that we continue to work together with all our partners across Hackney Council, in the NHS and the voluntary and community sector. We have plans in place to make this joint working a reality and we hope residents will notice the difference in the years to come.

I hope that you find this local account informative and interesting. We are always keen to hear the views of people who use our services. Please look out for opportunities of how you can get involved in shaping services in 2017/18.

Councillor Jonathan McShane
Cabinet Member for Health, Social Care and Culture
This Local Account gives details about how we support Hackney residents with their care and support needs in order to enable them to live healthy, independent lives at home for as long as possible. It also provides information about our services and some of the things that we did achieve between April 2016 and March 2017.

In the last year, we have welcomed our new Director of Adults Services, Simon Galczynski to the Council. In addition, we have had a reorganisation within the Council, which brings together our Children, Adults and Community Health Services under one directorate. This is an exciting opportunity for these services to work more closely together to support our residents.

Whilst we continue to face significant financial pressures due to central government funding reductions, we remain committed to making sure that people have more choice and control over the support they receive so that they can continue to live independently in the community wherever possible. We have continued to make progress in improving the care and support available to adults in the borough in the following areas:

- We have procured and implemented new homecare contracts to support service users within the community
- Our waiting times for Occupational Therapy Service are amongst the best in London
- Our Making it Real Board has been re-established and we are working to ensure that the views and voices of service users are taken into account in any changes we make to services.

We continue to make innovative plans for further improvements in the year ahead, through our integrated commissioning work with our partners across health and social care.

Following all of the helpful feedback we received to shape last year’s Local Account, we involved people who use services, in the production of this document. Together we reviewed the Local Account for 2015/16, and kept all of the features that people valued and made changes where suggested. Please see Page 7 for further information.

Thank you for reading this year’s Local Account and we encourage you to share your feedback about this document, and about our performance. Finally, I would like to thank those people who have given their thoughts and ideas to help shape this document.

Anne Canning
Group Director of Children, Adults and Community Health Directorate
I welcome the opportunity to comment on the 2016/17 account. Healthwatch Hackney is acutely aware the council is operating in an extremely challenging financial environment driven by ongoing cuts to local government funding. We are therefore unsurprised to see demand for adult social care services has increased as the council is increasingly forced to focus primarily on delivering statutory care services.

We are delighted this account gives a high profile to co-production, recognising the council’s recent endorsement of the City and Hackney Co-production Charter. Speaking to residents early on, before making changes to services, is crucial for ensuring the right services are commissioned in the right way.

Healthwatch Hackney regularly hears from unpaid carers buckling under the strain of trying to support their relatives and friends. Many tell us access to high quality advocacy can make a big difference to their quality of life and ability to sustain their caring role. We are pleased this account recognises the key role unpaid carers play supporting people with care needs and the importance of involving them in shaping services for the people they care for.

We are reassured work is underway to develop a Preparation for Adulthood Pathway for disabled young people moving into adult services. People with learning disabilities and their carers often tell about the ‘cliff edge’ in services when the young person turns 18. As integrated learning disabilities undergoes change it is vital these families are fully involved in developing the Hackney adult learning disability ‘offer’.

We particularly look forward to the opening of Oswald Street day centre in 2018, which will provide meaningful activities for people with the highest needs while ensuring respite to their carers. Oswald Street will be empowering for both.

An increase in complaints about adult social care in 2016/17 is of concern. Complaints can however offer insight into how services can be improved. The council is a signatory to the new Health and Wellbeing Board’s Complaint Charter which sets out standards the public can expect from complaints handling. Effective advocacy can help ensure concerns about services do not always escalate to formal complaints. Healthwatch Hackney will work with the council in the coming year to monitor homecare services and it is hoped this too will reduce the number complaints the council receives.

We welcome the council’s continued focus on mental health prevention but are keen to see efforts to plug gaps for people who have long-term or more severe mental health needs. In particular we would welcome more cross-council working to secure timely and stable accommodation for people with mental health needs and more opportunities for them to be valued as members of the community.

We are delighted people who use Hackney’s adult care services were able to shape this account and urge to the council to continue with this receptive and open approach to involving people who use services at an early stage when services are developed.

Jon Williams
Director, Healthwatch Hackney
How to contact us

Here is all the information you need if you want to get in touch with us. We value your comments, compliments and suggestions to help us provide better services.

Write to us:
Information and Assessment
Hackney Service Centre
1 Hillman Street, E8 1DY
Call: 020 8356 6262
Web: www.hackney.gov.uk/adults-older-people
Email: access@hackney.gov.uk

Hackney iCare

A resource that provides information and advice about adult social care, health and cultural and wellbeing services across the borough that are provided by statutory, voluntary and private sector providers.

www.hackneyicare.org.uk

How to find us
A group of service users were invited to review the Hackney Local Account of Adult Social Care 2015/16 report to make comments and suggestions.

<table>
<thead>
<tr>
<th>You said…</th>
<th>We did…</th>
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<tr>
<td>You liked the design of the Local Account document, particularly the following:</td>
<td>We have retained the style and themes of the 15/16 Local Account for 16/17</td>
</tr>
<tr>
<td>• Vibrant colours and design</td>
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<tr>
<td>• Easy to read format</td>
<td></td>
</tr>
<tr>
<td>• Short sections for services as well as an overview</td>
<td></td>
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<tr>
<td>• Colour coded sections</td>
<td></td>
</tr>
<tr>
<td>• Use of pie charts</td>
<td></td>
</tr>
<tr>
<td>• Large figures for key facts</td>
<td></td>
</tr>
<tr>
<td>• The ‘I Love Hackney’ design</td>
<td></td>
</tr>
<tr>
<td>The language needs to be more accessible and less technical</td>
<td>We have used less jargon where possible</td>
</tr>
<tr>
<td>The Account needs to explain where things are not working, rather than trying to present all areas as performing well</td>
<td>We have included both our successes and areas where we need to improve, to be more transparent</td>
</tr>
<tr>
<td>You did not like the format or length of case studies</td>
<td>We have not included any case studies in this Local Account and we will work with service users to create a format that they prefer for future Local Account documents.</td>
</tr>
<tr>
<td>You need to be open about the complaints you receive</td>
<td>We have included additional information about the types of complaints we have received</td>
</tr>
<tr>
<td>There are a number of issues with the images and graphics that need changing such as stamp positions, religious icons, thumbs up icons, wasted spaces etc.</td>
<td>We have acknowledged all of the suggestions made and have requested amendments to this document from our designers</td>
</tr>
<tr>
<td>Not all of the contact information contained phone numbers and maps</td>
<td>All contact information now includes a map, phone number, email and web link or iCare link</td>
</tr>
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</table>
Complaints and Compliments

What you told us about our services

We really value the comments and views of local people as they help us to improve and develop our services. We regularly involve and consult with people who use our services, carers and other residents to get their views on what we do.

We do this in a variety of ways including:

1. Routine meetings with local forums and groups
2. Specific organised consultation events
3. Telephone and other surveys.

How to Make a Complaint or Compliment

We will always try and work with you to fix things where we get things wrong. You can make a compliment or complaint to the London Borough of Hackney in the following ways:

Online at www.hackney.gov.uk/complaints
Call: 020 8356 3770
In writing:
Business Analysis and Complaints Team,
Second Floor, The Hackney Service Centre,
1 Hillman Street E8 1DY

Homecare services complaints
You can make a complaint about homecare services by calling our dedicated free phone homecare complaints line on:
0800 073 1317

How to Get Involved – ‘Making it Real’

To make sure that our services are personalised and focused on the person, and to help us improve our services and the way we do things, we set up a local Making it Real initiative, which is an opportunity for Adult Social Care service users and their carers to:

• to improve things
• to work in partnership with Hackney Council to make real changes
• to agree priority areas for improvement
• to make sure things get done
• to promote independence

For more information:
Email: makingitreall@hackney.gov.uk
Call: 0208 356 6669
What is the Adult Social Care Local Account?

The Council produces its Local Account annually to tell people about Hackney’s Adult Social Care services and how it helps adults with care and support needs in the borough.

Our Account aims to be balanced and open, providing useful information to describe what we have done in 2016/17 to meet people’s needs and how we plan to build on this in 2017/18.

The local account tells people:

- How much we spent on adult social care
- What and who we spent the money on
- Our future plans
- What service users and carers tell us about our services
- How our services help people stay healthy and well and avoid the need for support from adult social care services

What people who use services have told us about this Local Account

We have talked to people who use services to get their views about this document regarding things such as what should be included and to share ideas to make it clearer and a more interesting read.

Click on this link to see last year’s Local Account of Adult Social Care (2015-16)

www.hackney.gov.uk/local-account

How to obtain a copy of this Local Account

If you would like to receive a printed copy of this Local Account in another language or alternative format, please contact us using any of the following ways:

Write to:
Information and Assessment
Hackney Service Centre
1 Hillman Street
E8 1DY

Call: 020 8356 6262
Email: access@hackney.gov.uk
Key Facts

What we are doing well

- A delayed transfer of care occurs when a patient is ready and safe to leave care but is still occupying a hospital bed for a number of reasons. We have reduced the number of delays in transfers of care, attributable to Adult Social Care from a rate of 6.1 down to 4.6 per 100k population.

- The proportion of service users who say that those services make them feel safe are higher at 86.5% than regional and national averages, and it is even slightly higher within local residents aged 65 and over, at 88.8%.

- The reported quality of life has improved for those who use our services; in terms of our peer London councils - the boroughs we are measured against due to our similarities in terms of a range of socio-economic factors - we have moved up from joint 14th to 5th position out of 15 local authorities across the capital.

- Whilst we recognise there is still lots to do, the proportion of people with learning disabilities in employment has improved in contrast to the national trend where the rates have fallen.

- The proportion of older people who received reablement/rehabilitation support after discharge from hospital, was nearly 3 times as high as the national average.

Areas for improvement

Whilst the quality of life for those who use our services has improved, the reported quality of life for our carers has fallen slightly. It is something we will work to improve on with carers and our partner organisations to understand how we can best meet their needs and redesign the offer for carers in Hackney.

We have worked hard to reduce the number of Delayed Transfers of Care in Hackney, however these naturally fluctuate over time. Over the next year we will continue to work to maintain this trend.

We recognise that we do need to enhance our offer for young people transitioning from Children’s Services to Adults Services. We will be reviewing our Preparing for Adulthood (Transitions) Pathways, to help us understand how we can best improve people’s experiences of transition.

We have had some success in improving the proportion of employed adults with learning disabilities, however we have more to do to in this area.

Key Achievements 2016/17

Co-production – We have re-established the Making it Real Board and involved service users to support service design.

Older People – We have procured and implemented new homecare contracts to support service users in the community.

Learning Disability – We have begun a pilot to implement Positive Behaviour Support, a person centred approach to people who show or are at risk of showing challenging behaviours, with families and service providers.

Carers – We developed our offer of specialist support planning for carers who required further support following their assessments.

Substance Misuse – We have significantly increased the proportion of adults who successfully complete treatment for alcohol misuse.

Physical Impairment – Our Occupational Therapy Service waiting times for assessment are amongst the best in London.
Mental Health – The East London Foundation Trust (ELFT) has created a specialist Autism Diagnostic Service within their Mental Health team and the Council has funded a social worker post within our Adult Services department to ensure the right service provision and support is available for this specific group of residents.

Preparing for Adulthood – We have started to bring together Adults and Children’s services, education, health, service users and their parents and carers to look at the Preparing for Adulthood (Transitions) pathway.

Adults at Risk – We have a more robust and consistent recording of safeguarding concerns resulting in a substantial increase in the number of reported issues.

Public Health – the provision of NHS Health Checks to eligible residents in the borough is double the national average and nearly twice the London average.

Future Plans for 2017/18

1. Moving to a model of integrated commissioning, which aims to join up local health and social care support, and plan this support around the individual. We will work closely with partners in the health and the voluntary and community sector to help achieve this.

2. Improve quality of life for carers by redesigning services for carers in the borough.

3. Continue to ensure that residents can remain independent and continue to live within their communities for as long as possible.

4. Mental Health Care of Older People will move into Adult Mental Health Services, providing a more joined-up, consolidated service.

5. Improve the Preparing for Adulthood process for young adults between Children and Adults services.

6. Open a new purpose built day centre in Oswald Street

7. Continue to improve employment opportunities for service users with learning disabilities, by continuing to offer specialist support including access to work experience placements and apprenticeships.

8. Continue to improve access to information and refresh our online directory iCare.

9. Ensure that we embed co-production across Adult Social Care services and that service users, carers and partners’ voices are heard.

10. Review and redesign our Integrated Learning Disabilities Service (ILDS), to ensure that we can provide the best offer to people with learning disabilities.

11. We will continue to learn from Safeguarding Adults Reviews, and embed this learning into our practice.

12. We will look to re-procure a professional advocacy service for carers within the borough.
Overview of Hackney

The population of Hackney is among the most deprived in England, which is often reflected in poor overall health. Alongside this, Hackney has experienced stronger economic growth, with higher earners moving to the borough.

<table>
<thead>
<tr>
<th>Age</th>
<th>Population</th>
<th>Age</th>
<th>Population</th>
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<tbody>
<tr>
<td>0 to 4</td>
<td>20,889</td>
<td>50 to 54</td>
<td>14,304</td>
</tr>
<tr>
<td>5 to 9</td>
<td>17,844</td>
<td>55 to 59</td>
<td>10,917</td>
</tr>
<tr>
<td>10 to 14</td>
<td>15,529</td>
<td>60 to 64</td>
<td>8,398</td>
</tr>
<tr>
<td>15 to 19</td>
<td>13,706</td>
<td>65 to 69</td>
<td>6,634</td>
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<tr>
<td>20 to 24</td>
<td>16,547</td>
<td>70 to 74</td>
<td>4,582</td>
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<tr>
<td>25 to 29</td>
<td>33,614</td>
<td>75 to 79</td>
<td>3,624</td>
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<tr>
<td>30 to 34</td>
<td>38,265</td>
<td>80 to 84</td>
<td>2,657</td>
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<tr>
<td>35 to 39</td>
<td>28,298</td>
<td>85 to 89</td>
<td>1,508</td>
</tr>
<tr>
<td>40 to 44</td>
<td>19,351</td>
<td>90+</td>
<td>877</td>
</tr>
<tr>
<td>45 to 49</td>
<td>16,252</td>
<td>Total</td>
<td>273,526</td>
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</table>

MYE2: Population estimates: Persons by single year of age and sex for local authorities in the UK, mid-2016, produced June 2017

To find out more about health and wellbeing trends in City and Hackney, please see the City and Hackney Health and Wellbeing Profile [www.hackney.gov.uk/jsna](http://www.hackney.gov.uk/jsna)
### Ethnicity

<table>
<thead>
<tr>
<th>Ethnic group</th>
<th>Hackney</th>
<th>London</th>
<th>England</th>
</tr>
</thead>
<tbody>
<tr>
<td>White: English/Welsh/Scottish/Northern Irish/British</td>
<td>36.2%</td>
<td>44.9%</td>
<td>79.8%</td>
</tr>
<tr>
<td>White: Irish</td>
<td>2.1%</td>
<td>2.2%</td>
<td>1%</td>
</tr>
<tr>
<td>White: Gypsy or Irish Traveller</td>
<td>0.2%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>White: Other White</td>
<td>16.2%</td>
<td>12.6%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Mixed/multiple ethnic group: White and Black Caribbean</td>
<td>2.0%</td>
<td>1.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Mixed/multiple ethnic group: White and Black African</td>
<td>1.2%</td>
<td>0.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Mixed/multiple ethnic group: White and Asian</td>
<td>1.2%</td>
<td>1.3%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Mixed/multiple ethnic group: Other Mixed</td>
<td>2.0%</td>
<td>1.5%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Asian/Asian British: Indian</td>
<td>3.1%</td>
<td>6.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Asian/Asian British: Pakistani</td>
<td>0.8%</td>
<td>2.7%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Asian/Asian British: Bangladeshi</td>
<td>2.5%</td>
<td>2.7%</td>
<td>0.8</td>
</tr>
<tr>
<td>Asian/Asian British: Chinese</td>
<td>1.4%</td>
<td>1.5%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Asian/Asian British: Other Asian</td>
<td>2.7%</td>
<td>4.9%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British: African</td>
<td>11.4%</td>
<td>7.0%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British: Caribbean</td>
<td>7.8%</td>
<td>4.2%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British: Other Black</td>
<td>3.9%</td>
<td>2.1%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other ethnic group: Arab</td>
<td>0.7%</td>
<td>1.3%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Other ethnic group: Any other ethnic group</td>
<td>4.6%</td>
<td>2.1%</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

Source: 2011 Census, % of resident population
In 2016-17 we received 7,557 requests for support and we supported an additional 1,837 people, compared to the previous year.

- 1,696 people received one-off support (e.g. OT equipment) compared to 1,502 in 2015/16
- 3,544 people were directed to other types of help and support including community activities compared to 1,622 in 2015/16
- 795 people started to receive an ongoing service including community activities compared to 981 in 2015/16
  - 760 community based services compared to 966 in 2015/16
  - 14 in residential care compared to 9 in 2015/16
  - 12 in nursing care compared to 6 in 2015/16
- 492 people used reablement services to help them regain independence compared to 458 in 2015/16
- 1,030 people did not go on to receive a service for a variety of reasons including:
  - They do not meet the eligibility criteria
  - They declined the service
  - They paid for the service
  - They no longer need the service
  - They moved out of Hackney
  compared to 1,057 in 2015/16
- 394 people decided to take their Personal Budget as a Direct Payment which is an increase of 2.5% from the previous year.
- 506 A total of 506 carers and 2,334 service users received services through a direct payment or personal budget

The proportion of service users receiving community based social care services through self-directed support increased from 79.3% in 2015/16 to 81.4% in 2016/17.

81.4%
Adult Social Care in Numbers

3,438
Adults in the London Borough of Hackney used our services last year

1,886
users of Adult Social Care are aged over 65

1,552
users of Adult Social Care are aged between 18 -64

Approximately 629 people were in permanent residential placements during 2016/17

This represents 18.3% of the people using our services

1,379
people received home care support to enable them to stay in their home

450
people received enablement services

There are 2,828 Carers aged 16 and over that were known to services in Hackney

We assessed 1,341 carers during 2016/17

561 carers directly received a service in 2016/17 from the council
What we spent in 2016/17

Our 2015/16 gross spend was £119,742m.
The amount spent per service area is shown in the pie chart below:-
Making the most of your money

At a time when the Council has to continue making challenging decisions as a result of central government funding cutbacks, it is vital that we allocate those reduced resources effectively to ensure our most vulnerable residents have access to the information and support that they require at the earliest possible opportunity.

By focusing on accessing services earlier, we can support residents to live healthy, active lives and to build a support network that will enable them to remain in their communities living as independently as possible, for as long as possible. Hackney Adult Social Care continues to encourage residents to come forward as early as possible to access information and support.

One impact of this approach has meant that we have had a dramatic increase in the number of requests received from residents. There were an additional 1,837 people looking for help and information in 2016/17, up by almost a third from 2015/16.

Savings

As with all areas of the Council, adult social care is expected to contribute towards the Council’s required savings targets. The table below illustrates the amount of savings that Adult Social Care has made between 2010/11 and 2015/16.

<table>
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<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>£1,763m</td>
<td>£3,174m</td>
<td>£1,812m</td>
<td>£4,700m</td>
<td>£3,144m</td>
<td>£7,495m</td>
<td>£1,524m</td>
<td>£23,612m</td>
</tr>
</tbody>
</table>

Approximately a third of Hackney Council’s General Fund spend is on adult social care. The Council has to continue making savings, and we have tried to minimise the impact of these savings on adult social care services. The Council’s commitment to these services is reflected in the fact that the £1.524m saved in 2016/17 takes the total savings delivered by Adult Social Care to £23.6m (16%) of the whole Council savings of £152m.

The savings have been achieved through a combination of managing assets better, optimising income and successfully negotiating with suppliers to reduce costs and by taking an early intervention approach to social care intervention.
The Better Care Fund (BCF)

The BCF provides a mechanism for joint health and social care planning and commissioning, bringing together ring-fenced budgets from the Clinical Commissioning Group (CCG) allocations and the Disabled Facilities Grant (DFG). The total allocation for 2016/17 is £19.9m.

Our aim for integrated care in Hackney is underpinned by four key objectives:

- Working together - using a whole system approach to service delivery and development with local providers, community groups, users and carers engaged in joint commissioning
- Promoting independence - redesigning services to maximise the ability of older people with complex health and/or social care problems and people with mental health problems to remain within their local communities through better support and coordination of services
- Meeting expectation - optimising care quality and safety so that service users, patients and carers have better user experiences and we meet their needs and wishes
- Improving productivity - maximising opportunities to improve productivity for service users through a joint approach to commissioning, shared outcomes and collective service delivery across organisations including significantly reducing our DTOC numbers using the High Impact Change Model.

How many Hackney residents received a service?

3,438 people received an ongoing long term service such as homecare, residential care and extra social worker support. Many people received more than one type of service.

Additional care and support services were often provided before eligibility was assessed, such as preventative and reablement services and equipment to help with daily living tasks and to support people to remain living as independently as possible.
Satisfaction Rates

In 2016/17, the London Borough of Hackney received 127 complaints about adult social care services.

All of the 127 complaints have been responded to and closed. In addition, we also received 56 complaints specifically about homecare services commissioned by Hackney Adult Social Care.

There has been an increase in the number of complaints we have received, but this has happened in the context of seeing an increase in the number of people we support. Despite these increases, we are responding more quickly; the time it took to respond to a complaint fell from an average of 33 days in 2015/16 to 21 days in 2016/17. We want to make things better and continue to use compliments, complaints and suggestions to improve our services.

The majority of the complaints received in 2016/17 fell under the following categories:-

<table>
<thead>
<tr>
<th>Complaint Category</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care service provided</td>
<td>33%</td>
<td>31%</td>
</tr>
<tr>
<td>Dissatisfaction with assessment &amp; care provision/packages</td>
<td>21%</td>
<td>25%</td>
</tr>
<tr>
<td>Charges and payments</td>
<td>9%</td>
<td>17%</td>
</tr>
<tr>
<td>Blue Badge/Freedom Pass assessments</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>Customer care and advice</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>Outcome of Occupational Therapy assessment</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Various/Other</td>
<td>12%</td>
<td>11%</td>
</tr>
</tbody>
</table>

How Adult Social Care Support can change lives

- Adult Social Care Services support many Hackney residents every week who face real difficulties and need support to live their lives. This could be as a result of a disability, living situation, substance misuse, or other life changing event.

- The help provided can make the difference between someone living a chaotic life, being isolated and vulnerable to becoming a valued member of their local community.

- LBH Adult Social Care aims to ensure that as many residents as possible are supported to stay healthy and active within their communities for as long as possible. We do this by providing information, advice and access to services that improve health and wellbeing and support people to remain independent.
Co-production:
Your opportunity to shape services for adults in Hackney

Our residents are at the heart of all we do, we want to build upon the many examples throughout Hackney where residents, particularly those who use our services, have influenced both what services are delivered and how they are delivered.

By ensuring that residents have their say in the design and delivery of adult services in Hackney we can more effectively address the needs of residents and utilise our limited resources; one way of doing this will be our Making it Real initiative.

By including co-production as a standalone section in the Local Account we wish to highlight its importance across Adult Services and promote increased service user participation in the future.

Our Making it Real initiative:

- We re-established our Making it Real Board
- We agreed our Making it Real action plan, which lists the key priorities for the group
- We held our first Making it Real Board ‘away day’ where we spent time agreeing how we wanted to work as a Board
- We began our working group meetings focusing on information and advice and direct payments.

Our Service Users and Carers:

- Interviewed providers as part of our homecare procurement process where residents and experts by experience sat on a panel as providers delivered their presentations and our experts scored them. Their scores fed into the overall score for the provider, which determined which providers won the contract to deliver homecare services in Hackney
- Were involved as experts by experience in the procurement of new services such as the User Involvement service for people with mental health needs.
- Joined our new Autism Alliance Board, which includes a number of members who are experts by experience on the Board. The co-chair of this Board is also an expert by experience. People with autism and carers of people with autism have their own working group and are responsible for ensuring that people with autism have the opportunities to get involved in shaping the future Autism Strategy for Hackney.
- Joined our re-established ‘User and Carer Reference Group’ who help commissioners at the Council think about how they can best involve users and carers in any priority areas of work.
- Involved ‘experts by experience’ in our ‘Home Improvement Agency’ procurement process. This is a service that provides practical support such as a handyperson service and information and advice on options, both small and big build grants, so that residents with disabilities and vulnerable, elderly residents can maintain a safe and accessible home environment.
In 2017/18 we will:

- Involve experts by experience in recruitment to key posts within adult social care

- Produce a Reward and Recognition Strategy for adult social care, which will tell experts by experience how they can expect to be rewarded for their contributions when they work with us to develop services.

- Work together to develop an Autism Strategy for Hackney

- Work together with residents and partners in voluntary and community sector organisations to develop Hackney’s lunch clubs.

- Develop a programme of training and development for our Making it Real Board Members, to ensure that they feel supported to participate in the work of the Board.

- Involve experts by experience in our plans to re-design the iCare website

For more information:

Email: makingitreal@hackney.gov.uk
Older People including those with Dementia

Current estimates suggest that in 2017 London Borough of Hackney will have around 19,882 older citizens. The majority of older people in Hackney live independent, healthy and fulfilling lives without needing help from the Council.

We aim to support and help older people to remain living in their own homes and communities for as long as possible.

During 2016-2017, the number of people aged 65 or over in Hackney receiving long term support from our Adult Social Care services, increased to 1,886, of which 558 people had a primary support reason of memory and cognition.

Achievements in 2016/17:

- We have procured and implemented new homecare contracts to support service users in the community. We have reduced the number of providers and have improved our partnerships which will enable us to provide quality homecare.
- We have continued to support 1,486 people to remain at home (as opposed to residential care). This has decreased slightly from 1,448.
- We have increased the number of older people and those with dementia who can access exciting and stimulating day opportunities.

In 2017/18 we will:

- We will open the new purpose built day centre in Oswald Street in 2018 and continue to engage with service users and other key partners to ensure the service meets identified needs.
- We will continue to drive forward the work of the Dementia Alliance.
- Upgrade and relaunch Hackney iCare, which will act as an electronic information hub for the public and further enable service users to undertake self-assessments online.
<table>
<thead>
<tr>
<th>We said…</th>
<th>We did…</th>
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<tbody>
<tr>
<td>We would set up a training programme for volunteers to support carers.</td>
<td>We worked with CHDA and City and Hackney Carers Centre to run a pilot peer support initiative for carers of people with dementia who are isolated. Initially 20 volunteers were recruited and trained to provide emotional, practical and social support to carers for a minimum of 12 weeks each. The support was tailored based on individual needs.</td>
</tr>
<tr>
<td>We would work with providers in the independent sector to develop innovative services and solutions that are cost efficient and effective.</td>
<td>We continue to work with the private, voluntary and independent sectors to ensure the Council develops and sustains health and social care provision that is efficient, effective and flexible. An example of this is the homecare contract that was awarded during this period and reconfigured to deliver a more outcomes focused provision for vulnerable service users.</td>
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<tr>
<td></td>
<td>We are a member of the board of Connect Hackney: Ageing Better, a programme aimed at improving the wellbeing of people aged 50 and over through preventing loneliness and isolation. Connect Hackney is one of 14 schemes funded through the Big Lottery Fund’s Ageing Better programme and it will receive £5.8m over six years.</td>
</tr>
</tbody>
</table>
Older People including those with Dementia

CLICK HERE to download a copy of City and Hackney Guide for Carers, Families and Friends of People Living with Dementia

Outward – Offers three types of support: Floating Support, Volunteering and Befriending and Health and wellbeing

www.outward.org.uk
Call: 020 7249 9004
Email: hackneytpsreferrals@outward.org.uk
Please click here for details about Targeted Preventative Support on iCare and to find directions

Alzheimer’s Society (Hackney & City) – If you have concerns about Alzheimer’s disease or about any other form of dementia, the Alzheimer’s Society National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.

Call: 020 8533 0091
Email: hackney@alzheimers.org.uk
Please click here for details about the Alzheimer’s Society on iCare and to find directions

SHINE – Hackney SHINE energy advice has been set up by the Council to help residents keep well and warm throughout the year and avoid cold-related conditions during winter and anxiety over paying the fuel bills, which can lead to ill health, extra visits to the GP and hospital admissions. SHINE also provides advice for residents on staying healthy over the summer months.

www.hackney.gov.uk/shine
Call: 0800 281 768
Email: shine@hackney.gov.uk
Please click here for details about Shine and to find directions
Older People including those with Dementia

AGE UK East London – Age UK East London actively seeks to support older people to make their voices heard, especially on the design and delivery of services intended for them.

They also deliver services in two areas:

- **Community Services** - Delivered to groups in and around the community. These range from day opportunities like lunch clubs and IT and learning, to Older Peoples Reference Groups which are set up to address issues of older people in and around the community.

- **Individual services** - which focus more on one to one support for people in the form of information and advice, (welfare benefits, disability benefits, housing and community care), befriending, advocacy and homecare e.g. carers relief, home help and handypersons

www.ageukeastlondon.org.uk
Call: 020 7249 7140 or 0800 917 9830
Email: info@ageukeastlondon.org.uk

Hackney Caribbean Elderly Organisation (HCEO) – Provide activities and services for older people from BME communities that promotes their interests, wellbeing and independence. HCEO is a central part of Hackney’s diverse community and its services are open to all multi-generational, multi-ethnic families and communities across the borough. They deliver services in four areas: day services, mental wellbeing programme, financial advice, advocacy and outreach

39 Leswin Road, London, N16 7NX
www.hceo.org.uk
Call: 020 7923 3536
Email: info@hackneycaribbean.co.uk
Key Statistics in 2016/17:
- There are 5,224 adults with a Learning Disability (LD) living in Hackney, which compares to 4,613 in 2015/16, an increase of 13.5%.
- Of the total number, 456 adults received support from the Integrated Learning Disabilities Services (ILDS). We also provide health support to a wider group of adults with learning disabilities within Hackney.

The Council hosts a joint Learning Disability Service, provided by the Council, Homerton University Hospital NHS Trust and East London Foundation Trust (ELFT). This service is funded by City and Hackney Clinical Commissioning Group and London Borough of Hackney.

The service provides the following for people who have learning disabilities:
- One point of entry to services
- Specialist assessment
- Intervention and support
- Assertive outreach service
- Support in learning new skills
- Support to communicate better with others
- Psychological assessment and intervention
- Psychiatric assessment and intervention
- Transitions between Children and Adult Services
- Behavioural interventions
Support for people with a Learning Disability

Achievements in 2016/17:

- Our service users, their carers and support providers often ask for help in managing behaviours that are challenging. The psychology team in ILDS are currently piloting the implementation of Multi-Tiered Systems of Positive Behaviour Support with families and service providers.

- The people who attend are supported to become the main agents of change to achieve reductions in challenging behaviours. Feedback from families and support providers has been very positive and the team plan to further develop this approach.

- The speech and language therapists and physiotherapists from ILDS were commissioned to develop and run 5 teaching sessions on ‘supporting people considerately’ for staff working in provider services including transport staff.

- Staff from ILDS have been working with the Homerton Diabetic Team to produce accessible Diabetic Education Resources for people with learning disabilities. Customers, carers and their circles of support will be offered training around diabetes, tailor made to their needs.

- The integrated Transforming Care Programme (TCP) has developed a systematic review process for those with learning disabilities who are at risk of admission to hospital. The TCP has already helped 7 adults return to live locally, with support and prevented admission to hospital.

In 2017/18 we will:

- We think that there is even more we can do through better integration of the health and social care functions within the ILDS team. We will carry out a review of ILDS, evaluating our existing service provision, with the aim of redesigning the service to better meet the needs of our service users. We will be seeking the views of staff members, people who use services and carers as we evaluate and plan for the future.

- Begin to develop a new multi-disciplinary Transitions Team as part of ILDS, to ensure young people moving from Children to Adult services have a positive experience of transition and that their voice is always heard.

- Develop the Hackney Shared Lives scheme to offer support to adults with learning disabilities and mental health needs, to older people with dementia and young people going through transition. This may include an offer of short breaks and day time support as well as longer term placements.

- Through the Autism Strategy and Workshops that have been held this year, it has been agreed to fund a social worker in Adult Services to support people with autism, who do not meet the criteria for other service areas, to make sure that they are also supported.

- Embed an employment support worker into ILDS, to aid service users in finding appropriate employment and work experience.
We said…

We would improve outcomes for people with Learning Disabilities to support them to access employment.

We would support adults with Learning Disabilities to live in their own home.

We did…

In 2015/16 3.6% of adults with Learning Disabilities were in paid employment. In 2016/17 this figure increased to 4.2% whilst this fell just short of our target of 4.5% this is in a climate where there has been a fall nationally.

69.5% of adults with learning disabilities were in settled accommodation in 2015/16; in 2016/17 this had increased to 74.6%.
Support for people with a Learning Disability

**POhWER Hackney** – A charity and membership organisation providing information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.

www.pohwer.net/in-your-area/where-you-live/hackney
Call: 0300 456 2370
Email: pohwer@pohwer.net

Please click here for details about POhWER on iCare and to find directions.

**Hackney People First** – A user-led Self Advocacy organisation that is run by, and for, adults with a learning disability in Hackney to raise awareness and campaign for the rights of people with a learning disability to get what they are entitled to.

www.hackneypeoplefirst.com
Call: 020 7812 9339
Email: peoplefirsthackney@btconnect.com

Please click here for details about Hackney People First on iCare and to find directions.

**Targeted Preventative Services (TPS)** – TPS is a new way of meeting the needs of adults before they may require a full social care package. It has three elements: Floating support, health & wellbeing activities and a volunteer & befriending service.

www.outward.org.uk
Email: hackneytpsreferrals@outward.org.uk
Call: 0207 249 9004

Please click here for details about TPS on iCare and to find directions.
Patient Advice and Liaison Service (PALS)
PALS can provide information and support to patients and Carers and will listen to your concerns, suggestions and queries.

Telephone: 020 810 7315
Textphone: 07584 445 400
Email: huh-tr.pals.service@nhs.net

Please click here for details on PALS on iCare and to find directions.
Support for Carers in Hackney

Key Statistics in 2016/17:
- There are 2,828 Carers registered with the City and Hackney Carers Centre (CHCC)
- 1,341 Carers were assessed/reviewed by London Borough of Hackney and the Carers Centre

Support is available to carers in Hackney through Adult Social Care services and the voluntary and community sector.

This service aims to extend services to more carers, particularly those who are isolated or might need additional support. It was launched in October 2014 and provides carers with:

- A single point of contact for Carers.
- The first point of contact is the Carers Coordination Service which has the important task of making sure that carers don’t face any obstacles when trying to find the right support and information and advice within the network of partner organisations.
- There are a range of community and voluntary organisations who carry out a Carers assessment or review, offer assistance in applying for a direct payment and provide information and advice for carers.
- An outreach service to support Carers in the community.
- Training Sessions for carers
Achievements in 2016/17:
• We worked with CHCC to deliver the annual Hackney Carers Conference during Carers Week 2017 at the Tomlinson Centre in Queensbridge Road, Hackney where 80 carers and 49 professionals attended
• Support Planning – We developed our offer of specialist support planning for those carers who required further support following their assessments. This provides carers with the opportunity to discuss their situation and consider ideas for how they might improve key areas
• Work with Public Health colleagues to ensure carers get access to and are part of Hackney’s health and wellbeing offer. Together we have worked with CATB to promote £1.00 community based fitness classes and free cook and eat courses.
• Carers Training – The CHCC offers regular courses like building confidence in caring, moving and handling, first aid awareness, stress management, food tasting and budgeting and food hygiene. In addition they now offer new subjects such as diabetes awareness, mental health first aid, managing fatigue, stress reduction and pressure area care.

In 2017/18 we will:
• We will continue to provide direct support to CHCC and CATB to speed up the timescales for carers hearing the outcomes of their assessments
• Improve the experience of Carers of the assessment process
• We will be working more closely with the Carer’s assessors within the voluntary sector, to ensure that they are working with Carers to complete the assessments to the highest standards, and offering a range of information, advice, guidance and support
• Work more closely with colleagues across all Adult Social Care services, to ensure that holistic support is available for carers in Hackney
• We will be working with Carers in 2017/18 to co-produce plans for the future of Carer’s services in Hackney.
### Feedback

<table>
<thead>
<tr>
<th>We said…</th>
<th>We did…</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>We will improve carers’ satisfaction rates in Hackney</strong></td>
<td><strong>The bi-annual survey of carers told us that there has been a decline in satisfaction in some key areas, compared to the previous survey in 2014/15. Whilst the results are not as positive as we would have liked, they do tell us that the current approach is not working well for carers within the borough. We will be working in 2017/18 to redesign our offer, and we will be working closely with carers to understand how we can best meet their needs, review what is working well and what is not working so well to know how to improve support. We are keen to ensure the Council works closely with carers to make sure that the new model works better.</strong></td>
</tr>
<tr>
<td><strong>We will ensure that services for carers within the borough meet their needs, helps them to continue with their caring role and balance this with having a life of their own.</strong></td>
<td><strong>We have worked with the CATB partnership and those who complete assessments to ensure that this is an important focus of the assessment process and that carers are able to get the support they are entitled to when they need it.</strong></td>
</tr>
<tr>
<td><strong>You said…</strong></td>
<td><strong>We did…</strong></td>
</tr>
<tr>
<td><strong>It takes too long to hear about the outcome of carers assessments.</strong></td>
<td><strong>The Council has provided additional support directly to CATB, (a network of voluntary organisations in Hackney called ‘Carers are the bedrock’), as this was not happening quickly enough. The Council has worked with colleagues at the CHCC and across the CATB partnership to speed up the assessment process, so that carers hear the outcome of their assessment more quickly, however we know that we still have work to do.</strong></td>
</tr>
<tr>
<td><strong>I don’t know where to go to access information and advice</strong></td>
<td><strong>We are re-developing iCare, our information directory for adults in Hackney, to make sure that the website has clear information which is easy to find. We will be promoting iCare within the borough, to make sure that members of the public are aware of the website.</strong></td>
</tr>
<tr>
<td><strong>We struggle to find out about new initiatives, opportunities or services when they become available.</strong></td>
<td><strong>We are working closely with assessors from across the CATB partnership, Outward and from Adult Social Care to ensure that any new initiatives, opportunities or services are being promoted to carers both as part of the assessment process and more widely.</strong></td>
</tr>
</tbody>
</table>
Support for Carers in Hackney

City & Hackney Carers Centre
Prideaux House
10 Church Crescent
London
E9 7DL

Call: 020 8533 0951
Email: CCSAdmin@hackneycarers.org.uk

Please click here for details about City & Hackney Carers Centre on iCare and to find directions

Carers Co-ordination Service – Offers advice, information and support to Carers of all ages to help them provide the best quality care for others and enjoy the best quality of life for themselves.

www.hackneycarers.org.uk

Hackney Carers Information Pack – ‘Carers are the Bedrock’ – Information on assessments can be found in the ‘Carers are the Bedrock’ Partnership Pack which can be downloaded from the Hackney Council website in the carers section

www.hackney.gov.uk/adult-carers

Carer’s Assessment – If you provide regular and substantial care for someone, you can have a Carer’s assessment to discuss the help you need. A Carers assessment is your opportunity to talk about your own needs and things that could make caring easier for you.

www.hackney.gov.uk/carers-assessment
Support for people affected by substance misuse including drugs and alcohol

The Hackney Recovery Service provides a range of free treatment and activities that are focused on recovery for residents affected by their own or someone else’s drug or alcohol issues. The treatment support offered includes screening and assessment, individual key working (a worker that is responsible for co-ordinating a person’s care) group support and psychosocial support.

The clinical support includes prescribed substitutes to drugs such as methadone, assistance with withdrawal from alcohol, health checks, blood borne virus testing, services at Homerton Hospital, as well as needle and syringe exchange. The re-integration services are designed together with service users, to help them connect back with their community and include support with health and wellbeing, abstinence groups, friends and family groups, housing and welfare advice, as well as support with education, training and employment. There is also a separate service which offers education, prevention and outreach for young people which is run by Young Hackney and helps children from the age of six to young adults up to the age of 25.

Key Statistics in 2016/17:

- In 2016/17 there were 2,050 adults in structured treatment for substance misuse. This includes 1,104 people receiving treatment for opiate misuse and 438 adults receiving treatment for alcohol misuse

Achievements in 2016/17:

- The Hackney Recovery Service improved its performance throughout 2016/17, increasing the proportion of adults who successfully complete treatment for alcohol misuse, so it is now close to the national average, whilst adults in treatment for drug misuse including opiates improved performance so that they are now in line with the national average.

- The Young People’s Substance Misuse Service, which supports people up to the age of 25, has developed an education strategy and is delivering a training package to staff working in relevant service areas. This has improved the way in which the team works with partners in health, education and justice services.

In 2017/18 we will:

- We will consult on and publish an Alcohol Strategy to address and reduce alcohol related harm.
- We will begin a full evaluation of the multiple needs service
- We will use the opportunities of integrated commissioning to improve the support available for drug and alcohol users, by strengthening links with the criminal justice system and mental health services.
<table>
<thead>
<tr>
<th>Feedback</th>
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<tbody>
<tr>
<td><strong>We said...</strong></td>
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<tr>
<td>We would launch the borough’s Multiple Needs Service; a two year pilot which provides support for up to 24 clients with multiple and complex needs and may include mental health, substance misuse or needs around housing.</td>
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<tr>
<td>We would improve the number of people who successfully complete treatment for alcohol misuse.</td>
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<tr>
<td><strong>You said...</strong></td>
</tr>
<tr>
<td>More information should be provided at an earlier age, and more could be done to reach children and young people</td>
</tr>
<tr>
<td>More could be done to provide information on the services available and to lessen stigma, for example through information stalls at local events</td>
</tr>
</tbody>
</table>
Support for people affected by substance misuse including drugs and alcohol

**Hackney Recovery Service** – You can call the Hackney recovery service, free of charge for advice on treatment or enquiries about drugs or alcohol. The Hackney Recovery Service has a drop in service at the address above, where you can see someone without an appointment. The recovery focused service also provides support to carers and families, women-only services, education and training, benefits advice and re-integration activities.

[www.hackneyrecoveryservices.org.uk](http://www.hackneyrecoveryservices.org.uk)

110 Mare Street, London E8 3SG
Call: 0300 303 2611
Out-of-hours (freephone): 0808 168 8669

Please click [here](#) for further details about the service.

**Young Hackney Substance Misuse Service** – Provides information, advice, support and counselling to young people aged 6 up to their 25th birthday who need support around their own, or someone else’s alcohol or drug misuse. It offers one-to-one appointments, or confidential advice by telephone. The service also provides drugs education and prevention sessions to schools, colleges and the wider community and an advice line for parents and carers.

[www.younghackney.org](http://www.younghackney.org)

Call: 020 8356 7377 (confidential advice & referral line Monday - Friday 9am - 5pm)
Email in confidence: yhsms@hackney.gov.uk
Please click [here](#) for further details about the service.

**FRANK** – FRANK is a national helpline that provides confidential advice, information and support to anyone concerned about drug and solvent misuse, including families, friends and carers.

[www.talktofrank.com](http://www.talktofrank.com)

Freepost PO BOX 4000
Glasgow
G3 8XX

Call: 0300 123 6600
Text 82111 to ask FRANK your question
Email: frank@talktofrank.com
Support for people with a Physical or Sensory Impairment

Adults Services provides a range of support options for people with a physical disability or sensory impairment in Hackney.

Key Statistics in 2016/17:
- In 2016/17 there were 375 disabled adults with a physical or sensory impairment receiving support from Adult Social Care.
- Over 95% were receiving support in the community, whilst others required supported in other forms of accommodation.

Achievements in 2016/17:
- Improving the information menu given to callers when telephoning for information and advice from Adult Social Care which has led to quicker response times by the contact centre.
- Our Occupational Therapy Service waiting times for assessment are amongst the best in London.

Our service users have highlighted how much they appreciate and value the following services:
- Rehabilitation for people with a visual impairment
- Travel training
- Mobility training

In 2017/18 we will:
- We will look to procure a new equipment contract to supply and fit community equipment across the borough, to keep people safe and independent in their homes. This should be implemented during 2018.
- Look to develop housing options for people with a physical or sensory impairment to remain living in supported environments in the community.
### Feedback

**We said…**

- We would ensure the people who are referred to the Hackney Sensory Team are registered appropriately.
- We would continue to make sure that people are offered an assessment of need within the timeframe previously set out by the Care Act 2014.
- We would look at how we work with local opticians to develop low vision services.
- We would proactively engage with community groups and leadership to ensure that their voices are heard in the development and improvement of the services that we deliver.

**We did…**

- We have ensured that people who are referred to Hackney Sensory Team are registered with the Cerebral Visual Impairment Society.
- We have ensured that people in need of assessment are seen in a timely manner and provided with appropriate services, advice and information to support their independence.
- The sensory team continued to provide assessment of need and support people with sight and/or hearing loss, including a drop in morning once a week, which aims to give immediate help and support to those with visual impairments.
- We have tried to recruit new members from a wide range of backgrounds for our Making it Real board particularly to recruit service users with physical and sensory impairments and we are pleased that several residents now act as experts by experience in this capacity.

Deaf Plus represents hearing impaired residents on the user group and carer engagement group which they attend – this group’s objective is to ensure that the user voice is embedded within the work carried out by Hackney commissioning.
Support for people with a Physical or Sensory Impairment

Hackney Leisure & Physical Activity Team – There are plenty of ways to keep fit and healthy in Hackney.

http://www.hackney.gov.uk/sports-and-leisure
Call: 020 8356 4897

Targeted Preventative Services (TPS) – TPS is a new way of meeting the needs of adults before they may require a full social care package. It has three elements: Floating support, health & wellbeing activities and a volunteer and befriending service.

Email: hackneytpsreferrals@outward.org.uk
Call: 0207 249 9004

Please click here for details about TPS on iCare and to find directions.

Fit 4 Health Scheme – Hackney Council, in partnership with City & Hackney PCT (Primary Care Trust), are delivering a physical activity scheme to help people who have had a stroke.

40 Hyde Road
Hackney
London
N1 5JU

Call: 020 8356 4897 / 020 8356 5285
Email: helen.mcginley@hackney.gov.uk or darren.english@hackney.gov.uk

Please click here for details about Fit 4 Health on iCare and to find directions.
Hackney has a range of services for people with mental health problems depending on age and need.

**Key Statistics in 2016/17:**

- We provided a mental health service to 5,155 people compared with 4,537 in 2015/16.
- We provided initial mental health assessments to 2,896 people compared with 2,515 in 2015/16.
- We have provided care coordination and support to 796 people compared with 782 in 2015/16.
- We have carried out Mental Health Act assessments with 1,052 people compared with 10 in 2015/16.

**Achievements in 2016/17:**

We have introduced an Early Detection Service as a part of our Early Intervention Team to ensure we are identifying mental ill health at the earliest possible point and in doing so improve treatment and outcomes for service users.

We have established an Autism Diagnostic Service, meaning that those service users are now seen as distinct and Autism viewed as a specialist service area. This improves the ability to assess and diagnose as early as possible and then ensure the correct type of service provision and support is identified.

We commissioned the City and Hackney Wellbeing Network, a new network of voluntary sector mental health services for adult residents in Hackney and the City, which will empower people towards better mental and physical wellbeing. The network is a diverse partnership made up of eleven specialist mental health agencies with a wealth of expertise in working with different communities in Hackney.

The network aims to help people to build resilience to prevent the onset of mental health problems and to alleviate issues such as stress, anxiety and low mood. The network will also support people with severe and enduring mental health conditions to substantially improve their quality of life and avoid unnecessary hospital admissions. We will focus on helping people achieve positive outcomes in 4 main areas: mental wellbeing, physical health, social networks and daily living skills.
In 2017/18 we will:

- We have agreed to implement the changes of the Community Services redesign and we will be establishing a new way of working with those people who will be transferred to receiving support from our Community Recovery Teams following the closing down of the Assertive Outreach Teams. This will include increasing the size of community teams to allow a more focused and targeted assessment of those service users in the community who are in crisis and may need support to engage with essential services. We will be assessing this throughout 2017/18.

- We will build upon our staff recruitment and development through our investment in the Think Ahead Project which will mean we are continuing to ensure Hackney has access to highly trained and qualified new social work staff within our mental health services. We have already been involved in this in 2016/17 and we will be recruiting a new group of trainees’ in 2017/18.

- We are continuing to develop our crisis pathway and this will ensure we provide 24/7 access to crisis home treatment.

- We will continue to work with commissioners and housing agencies to improve the outcomes for service users with housing needs. This will be the focus of work over the next three years with an immediate focus on those who can move to independence in 2017/18.
### Feedback

<table>
<thead>
<tr>
<th><strong>We said...</strong></th>
<th><strong>We did...</strong></th>
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<tbody>
<tr>
<td>We would find ways to support our service users to access self-directed support.</td>
<td>In the last year we have greatly improved in this area and now are allowing people to access key recovery focused services through direct payments.</td>
</tr>
<tr>
<td>We would provide a standardised assessment and improved support planning.</td>
<td>We have developed our care planning processes and made sure that they can be communicated and shared with service users and care agencies as needed.</td>
</tr>
<tr>
<td>We would continue to improve access to assessment</td>
<td>We are now meeting our target that 95% of our service users should be assessed by a mental health professional within 28 days of referral.</td>
</tr>
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</table>

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<thead>
<tr>
<th><strong>You said...</strong></th>
<th><strong>We did...</strong></th>
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<tbody>
<tr>
<td>Care planning needs to be more focused on users</td>
<td>We have improved the quality of our care planning and ensured that they are now more focused on the strengths and goals of service users.</td>
</tr>
<tr>
<td>There needs to be more focus on achieving goals and enabling people to support themselves</td>
<td>We have also continued to embed our recovery focused work across the service including training and employment opportunities.</td>
</tr>
<tr>
<td>Waiting times to access services are too long</td>
<td>We have worked hard to improve the waiting times to access our waiting times for our Psychotherapy services and we are continuing to work to reduce these further.</td>
</tr>
</tbody>
</table>
People with Mental Health Needs

City and Hackney Mind – Provides information and support, campaign to improve policy and attitudes, and develops local services in partnership with professionals and clients.

www.cityandhackneymind.org.uk/
Call: 020 8525 2301
Email: services@cityandhackneymind.org.uk

Please click here for details about City and Hackney Mind on iCare and to find directions.

East London Foundation Trust – ELFT (NHS) provides mental health and community services.

www.elft.nhs.uk
Call: 020 7655 4000
Email: webadmin@elft.nhs.uk

Please click here for details about ELFT on iCare and to find directions.

City and Hackney Adult Mental Health Point of Entry (CHAMHRA) – Offers a one-stop single point of referral which screens referrals of adults aged 18-65 to mental health services

www.elft.nhs.uk/service/57/City-and-Hackney-Adult-Mental-Health-Point-of-Entry-CHAMHPE
Call: 020 8510 8011
Emergency Contact Number: 07870 595 732

The City and Hackney Wellbeing Network – For people seeking help and their healthcare providers and offers a well-coordinated single point of access to services with an Any Door is the Right Door approach where clients will get a consistent offer of support wherever they access the service

www.chwellbeingnetwork.london
Call: 0208 525 2301 or 0800 612 6585
Email: SPOE@mindchwf.org.uk
We supported 22 young people with Learning Disabilities to transition from Children’s to Adults services in 2016/17 compared with 40 young people in 2015/16.

Adult Social Care works with young people who are being supported by children’s services, their families, children’s social care, health services and schools to agree joint plans that help the young person whilst they are moving from Children’s to Adult’s Services.

The plan provides important information about the young person; including, what they like; what matters to them and how they like to be supported.

Young people with eligible needs receive information and advice about available support options including:

- Direct payments
- Family support services
- Equipment, aids and adaptations
- Other services provided by the social care teams

**Putting the young person at the centre of this process is crucial.**

**Achievements**

ILDs is working closely with colleagues from Hackney Learning Trust to ensure young people have a smooth transition. The ILDS Transition team are aiming to establish links with special schools and colleges and attend parent’s evenings and school reviews where appropriate.

**In 2017/18 we will:**

- Further develop and implement our plans to introduce a specialist Preparation for Adulthood team.
- Begin to recruit and develop a new Multi-Disciplinary Transitions Team as part of ILDS, to ensure young people preparing for adulthood experience a smooth transition between Children’s and Adult services and that their voice is always heard to be in place for 2018/19.
- All 17 year olds to have an allocated worker from within the ILDS Transitions team.
## Feedback

<table>
<thead>
<tr>
<th>We said…</th>
<th>We did…</th>
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<tbody>
<tr>
<td>We would build on our work to improve the transition process for young people.</td>
<td>We have started to develop a new specialist Transition Team within ILDS to ensure better pathways for young people will be in place. We will continue to develop this approach over the next year.</td>
</tr>
<tr>
<td>We would understand the needs of young people with learning disabilities from age 14.</td>
<td>Whilst our aspiration is to work with young people from age 14, we still have much work to do to get to a place where we are able to work with young people proactively from age 14. We plan to start working with young adults at age 16, and over time work to support those age 14. This year we have come together in a new Children’s, Adults and Community Health Directorate which provides greater opportunity to work much more closely together towards a joined-up approach for young people going through transitions.</td>
</tr>
<tr>
<td>You said…</td>
<td>We did…</td>
</tr>
<tr>
<td>Young people and their carers want consistency during transition.</td>
<td>We still have work to do to ensure that young people have a consistent experience of Transitions. Next year we plan to develop a new Transitions Team to offer a consistent approach with dedicated workers. Our aim is to create this team and over time grow and develop to include health staff to support with transitions and to ensure the ILDS Transitions team offers a holistic service.</td>
</tr>
<tr>
<td>Young people and their carers want a joined up approach from education and social care and good planning around post 16 education.</td>
<td>ILDS is working closely with colleagues from Hackney Learning Trust to ensure young people have a smooth transition. The ILDS Transition team are aiming to establish links with special schools and colleges and attend parent’s evenings and school reviews where appropriate.</td>
</tr>
</tbody>
</table>
Preparing for Adulthood in Hackney

Hackney Learning Disabilities Service
www.hackney.gov.uk/learning-difficulties
Call: 020 8356 7444

Hackney Disabled Children’s Service
www.hackney.gov.uk/disabled-childrens-service
Call: 020 8356 6789

Hackney Local Offer – The Local Offer sets out information about services available for children and young people with SEN and disabilities, aged 0 to 25.
www.hackneylocaloffer.co.uk

Hackney Learning Trust –
1 Reading Lane
London
E8 1GQ
www.learningtrust.co.uk/SEND/Pages/SendReforms.aspx
Call: 020 8820 7000
Email: info@learningtrust.co.uk

Transition Services at Hackney Ark – A centre for children and young people with a disability or special educational needs. It brings together services from across the fields of health, education and social care to provide an integrated response to the needs of disabled children and their families. There is a wide range of therapists and support available at Hackney Ark by referral.
www.homerton.nhs.uk/our-services/services-a-z/c/childrens-services-in-the-community/hackney-ark/
Call: 020 7014 7000
Email: referralstohackneyark@homerton.nhs.uk
We work in partnership with other organisations to ensure vulnerable people are not at risk of abuse or neglect.

Key Stats

- There were 1261 safeguarding concerns generated during 2016/17, compared to 661 for 2015/16, which is a 91% increase
- There were 804 Deprivation of Liberty Safeguarding (DoLS) applications during 2016/17, compared with 682 for 2015/16 which is an increase of 15%
- The number of completed section 42 enquiries (around suspected safeguarding concerns for vulnerable adults) per 100,000 population has risen significantly from 102 in 2015/16 to 189 in 2016/17, the average for inner London boroughs is 207.

Achievements

- The number of safeguarding concerns has increased by 91% (from 661 to 1261), which indicates that there has been a broader canvassing of safeguarding procedures. This has also been assisted by a more robust and consistent application of recording safeguarding concerns
- On receipt of a safeguarding concern, we will always seek to ascertain the person’s desired outcome. We revised our safeguarding forms to better capture whether these desired outcomes were achieved. In 2016/17, 91% of the people being asked about their desired outcomes felt that they had been fully or partially achieved.

In 2017/18 we will:

- Ensure awareness of adult safeguarding is raised across all communities in City and Hackney, particularly to “hard to hear / hard to reach” communities, groups and individuals
- SAR action plans will be implemented, the learning disseminated and the CHSAB monitors the impact of learning, with a view towards this being an integral “business as usual” approach amongst partners
- Promote learning from everyday practice through multi-agency review of individual cases
- Ensure that access to advocacy is supported for those who need it
- Develop pro-active preventative approaches for socially isolated residents.
We said…

We would involve a group of people who use services in the development of our processes

We did…

Through the “Making it real” initiative we are working with service users and carers on a number of initiatives that aim to improve our processes and ultimately deliver better outcomes and users satisfaction. This work is on-going and the priorities are identified by service users and carers themselves. We have started to think about plans to include people who use services in the work of the City and Hackney Adult Safeguarding Board (CHSAB)

We said...

Ensure service users and referrers are provided with a timely response

You said... We did...

We have introduced an escalation process, so decisions as to which service is most suitable to provide an intervention are made without unnecessary delays.
City and Hackney Safeguarding Adults Board

All local authorities are required to have a Safeguarding Adults Board. Our Board covers the City and Hackney. It is called the City and Hackney Safeguarding Adults Board (CHSAB). It is made up of partners who work together to keep people safe in Hackney and the City. Membership includes the police, health, fire service, housing, care providers, the voluntary sector, Healthwatch in Hackney - which includes patients and members of the public - and other partners.

The purpose of the Board is to make sure that:

- Arrangements are in place locally to safeguard people
- Partners are working together and providing timely and proportionate responses to safeguarding people
- Staff are working with people to meet the outcomes they want from the situation
- Safeguarding services are continuously improving

In 2016/17 the board has:

- Given money to the Grant Scheme to ensure that where it gives money to voluntary services it will require them to have safeguarding policies and where it has already given money to agencies, the agency is given a toolkit to create policies
- Produced guidelines for working with older people in relation to sexuality, and consent
- Provided funding to train staff to add to their learning
- Updated the self-neglect policy
- Supported staff to work with people who may are trafficked, or kept hostage
- Worked with the Children’s services to introduce a whole family approach to manage needs and risks

CHSAB Annual report 2016/17

www.hackney.gov.uk/safeguarding-adults-board#ar

In 2017/18 the Board will be focusing on a number for priority areas including:

- Awareness Raising
- Advocacy
- Prevention and Early Intervention
- Making Safeguarding Personal
Protecting Adults who may be at risk

Safeguarding Adults Team (Hackney)
Call: 020 8356 6262 (New Referrals – Hackney Social Services)
Call: 020 8356 2300 (out of hours)
Email adultprotection@hackney.gov.uk
Please click here for details about the Safeguarding Team on iCare and to find directions.

City and Hackney Safeguarding Adults Board (CHSAB) – The board is a multi-agency partnership which has statutory functions under the Care Act 2014. The main objective of the board is to assure itself that local safeguarding arrangements and partners act to safeguard adults at risk of abuse in the local area.

www.hackney.gov.uk/safeguarding-adults-board
Call: 020 8356 6498
Email: chscb@hackney.gov.uk
The Public Health team offer a range of services and activities to protect and promote health and wellbeing for people by providing support to quit smoking, sexual health advice, support for substance misuse, support for positive mental health and offer a range of activities and advice to encourage healthy eating and exercise.

**Key Stats**

- Quit rates in our GP Hub Stop Smoking Service increased from 19% before the new model was introduced to over 52% following its implementation. This not only means that more smokers are quitting, but that we are also making much more efficient use of limited public resources.

- The provision of NHS Health Checks to eligible residents in the borough reached 4.8% compared to a London average of 2.8% and an England average of 2.4%. This represents a significant increase for Hackney following the introduction of a new model in 2016/17.

**Achievements**

Hackney’s One You £1 fitness classes continue to grow in popularity and are successfully targeting residents from local estates as well as Black and Minority Ethnic (BAME) communities. In 2016/17 26% of all attendees lived on the estate where the activity took place. On average, in each quarter around 1,000 residents attended at least one of 50 classes, which are available across 22 community venues.

Summer 2016 saw the turning point in performance of our alcohol and substance misuse service. Since that time successful completions for alcohol treatment have improved continuously so that they are now above the national average and significantly higher than in previous years, and successful treatment completions for opiate users are amongst the best in the country.

**In 2017/18 we will...**

- We will work with colleagues in the Council’s Private Rented Sector team to identify and address health harms for people living in private rented accommodation in the borough.
<table>
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<tr>
<th>Feedback</th>
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<tbody>
<tr>
<td><strong>We said...</strong></td>
<td><strong>We did...</strong></td>
</tr>
<tr>
<td>We would recommission sexual health services including introducing a Pan-London online testing service and sub-regional procurement for Genitourinary Medicine (GUM) clinics.</td>
<td>This has been completed with the online service being managed centrally in the City of London and the new local GUM provider (Homerton University Hospital NHS Foundation Trust), implementing a service that incorporates a Pan-London financial model.</td>
</tr>
<tr>
<td>We would launch a new dental and oral health promotion service for older people.</td>
<td>The service launched in 2016/17 and is being delivered in nursing homes across the borough. Specific work has been carried out by the service to engage our Charedi community.</td>
</tr>
<tr>
<td><strong>You said...</strong></td>
<td><strong>We did...</strong></td>
</tr>
<tr>
<td>The registration scheme for vitamins for people who are pregnant is overcomplicated.</td>
<td>As a response to this feedback from pharmacies and their customers we have revised and relaunched our Healthy Vitamins scheme for people who are pregnant.</td>
</tr>
<tr>
<td>Group therapy is not an ideal entry point to talking therapies for those that need to use talking therapies service.</td>
<td>We amended our arrangements for the City and Hackney Wellbeing Network to increase the number of hours available for one-to-one talking therapies.</td>
</tr>
</tbody>
</table>
City and Hackney Health and Wellbeing Profile (Joint Strategic Needs Assessment) – Provides a detailed description of the health and wellbeing needs of the local population. It provides a ‘big picture’ of local needs, ranging from the social and environmental conditions which shape health and wellbeing through to the specific illnesses and conditions from which local people suffer.

www.hackney.gov.uk/jsna
Call: 020 8356 3000 (Hackney Service Centre)
Email: info@hackney.gov.uk

Hackney’s Health and Wellbeing Strategy – Hackney’s Joint Health and Wellbeing Strategy sets out our commitment to improving health outcomes and tackling the problems that prevent some Hackney residents from enjoying the fullest, healthiest and happiest lives possible.

www.hackney.gov.uk/health-and-wellbeing-board

Annual Report of the Director of Public Health

Please click here to see the report

NHS One You - A useful site to access information on how healthy your lifestyle is and how potential changes could be of benefit.

www.nhs.uk/oneyou

Healthy Hackney – is a programme of activities to help you improve your diet, be more active or take up a new hobby. Our One You £1 community fitness classes take place in community venues across Hackney. The classes which are aimed at adults and children, are just £1 or a donation can be made instead.

www.hackney.gov.uk/healthy-hackney#Classes
Call: 020 8356 6326
Email: henry.muss@hackney.gov.uk
Glossary - Meaning of unfamiliar words used in the local account

**Adult at risk** - A person aged 18 or over who may be unable to take care of themselves, or protect themselves from harm or exploitation due to mental health issues, chronic ill health, impairment, frailty or other conditions.

**Adult Social Care** - Personal care and practical help for adults who have care or support needs due to age, illness or disability to help them live life as independently as possible.

**Advocacy** - Help for people to express their views about their needs and choices.

**Assessment** - An assessment is carried out to decide whether a person needs social care services.

**BAME (Black, Asian and Minority Ethnic)**
BAME is the terminology normally used in the UK to describe people of non-white descent.

**Befriending** - A service involving trained volunteers befriending isolated, mainly older people who find it hard to get out in the community.

**Carer** - Someone who provides unpaid support to a family member or friend who cannot manage without this help.

**Care Programme Approach (CPA)**
The way services are assessed, planned, coordinated and reviewed for people with Mental Health Needs.

**CHSAB (City & Hackney Safeguarding Adults Board)** - The Safeguarding Adults Partnership Board is a multi-agency partnership with statutory functions under the Care Act 2014 to protect vulnerable adults from abuse, neglect and significant harm.

**Clinical Commissioning Group**
A group of local GPs responsible for designing local health services by commissioning or buying health care services including planned hospital care, rehabilitation, urgent and emergency care, most community health services.

**Commissioning/Commission** - The process the council uses to plan and buy (commission) services for adults with care and support needs.

**Co-production** - Where residents, decision makers, people who use services, family carers and service providers work together to create a decision or service which works for everyone. The approach is value driven and built on the principle that those who use a service are best placed to help design it.

**Criminal Justice Services** - Involves many agencies working together to ensure that our country is a safe place to live. These agencies include the Police, the Crown Prosecution Service, Prison Service, Probation Service, Magistrates Courts, Crown Courts and many others.

**Dementia** - A set of symptoms associated with on going decline of the brain and its abilities. Problems include memory loss, language and thinking speed.

**Dementia Alliance** - Aims to improve the lives of local people living with dementia and those of their families and carers by working with organisations and individuals operating and living in the Borough.

**Direct payment** - A payment made to people who need care following an assessment to help them buy their own care or support and be in control of those services.
DoLS (Deprivation of Liberty Safeguards) - The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient, who lacks capacity to consent to their care and treatment in order to keep them safe from harm.

Duty/triage system - The process of determining the priority of patients’ treatments based on the severity of their condition.

Eligibility - A national criteria to decide who is eligible for care and support.

Equipment and adaptations - Specialist items provided to people following an assessment by an occupational therapist or physiotherapist.

Expert by Experience - Experts by experience are local people who have personal experience of using or caring for someone who uses health, mental health and/or social care services that we provide or commission.

Fair Access to Care - Government guidance for councils to help them set eligibility criteria for adult social care services.

Hackney One Team (HOT) - Hackney’s day, community and employment service for people with learning difficulties.

Hackney Recovery Service - A service that offers high quality drug and alcohol treatment and support free of charge to all Hackney residents.

Health and Wellbeing Board - Strategic partnership which brings together senior leaders from the local NHS, Hackney Council, Healthwatch and the voluntary and community sector to improve health and wellbeing and reduce health inequalities.

Harm - Harm to an adult at risk can include physical, psychological, sexual or financial harm by another person, paid carer or institution.

Health partners - Hackney Councils health partners include Homerton University Hospital, East London Foundation Trust and City and Hackney Clinical Commissioning Group.

Homecare - Help at home from paid carers for people with care and support needs.

Integrated care - Care and support provided jointly by health and social care services.

Integrated Commissioning - All local organisations that are commissioning (planning and purchasing) services in health, social care and public health, want to join-up these services more around people. Integrated commissioning arrangements between NHS City and Hackney Clinical Commissioning Group (CCG), Hackney Council (LBH) and City of London Corporation (COLC) started on 1 April 2017.

Joint Strategic Needs Assessment (JSNA) - A detailed document that describes the health and wellbeing needs of the local population, providing a ‘big picture’ of local needs and includes environmental conditions that shape health and wellbeing. This document is used to improve the way the Council and the NHS commission and deliver services for local people.

Managed budget - Where a person asks the council to directly provide them with services to the value of their personal budget and manage money on their behalf.

Making Safeguarding Personal - A safeguarding culture that focuses on the personalised outcomes desired by people with care and support needs who may have been abused.
Mental Health Network - The Mental Health Network represents providers from across the statutory and non-statutory sectors.

Multidisciplinary - A team of people with varied but complimentary experience, qualifications, and skills.

Nursing care - Care carried out or supervised by a qualified nurse including injections and dressings, paid for by the NHS.

One Hackney Service - Health and Social Care professionals working closely together in City and Hackney in Integrated Care Teams, providing co-ordinated services for the most vulnerable, high risk patients in City and Hackney.

Outcome - The end result, change or benefit for an individual who uses social care and support services or takes part in other community activities.

Personalisation - A new approach to adult social care tailored to people’s needs and that puts them in control.

Personal budget - Money allocated to someone who needs support where the money comes from the council’s social care funding.

Prevention - The action of stopping something from happening or arising.

Professional support - Therapy, advice, support or counselling services most commonly provided to people with Learning Disabilities or Mental Health needs.

Reablement - Timely and focused intensive therapy and care in a person’s home to improve their choice and quality of life and maximise long term independence.

Recovery (mental health) - An approach used in mental health care that supports a person’s potential for recovery.

Residential care - Care provided in a care home.

Review - Regular review of a person’s needs to make sure their care and support plan meets their needs.

SAR (Safeguarding Adults Review) - A Safeguarding Adults Review is a process for all partner agencies to identify the lessons that can be learned from particularly complex or serious safeguarding adults cases, where an adult in vulnerable circumstances has died or been seriously injured and abuse or neglect has been suspected.

Safeguarding - Work to help adults at risk stay safe from significant harm.

Section 42 enquiry - Duty of enquiry by Local Authority applies when there is a reasonable belief that an adult in its area (a) with care and support needs (b) is experiencing, or at risk of experiencing abuse and neglect (c) and is unable to safeguard themselves as a result of their care and support needs.

Self-directed support - Support a person purchases or arranges, to meet agreed health and social care outcomes and gives them as much control as they want of their individual budget.

Self neglect - Self-neglect is when an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have.

Shared Lives - Hackney Adults Placement Scheme provides adult Shared Lives services, formerly known as Adult Placements. This
means adults who may have learning disabilities or mental health issues receive care and support provided by individuals, couples and families who have been approved and trained for that role. The service is run and managed by the London Borough of Hackney.

**Supported Housing with Care** - Housing comprising self contained flats for people age 55 plus with housing, support and care needs (for people needing at least 10 hours of care a week).

**Supported Living Schemes** - Schemes that help adults, mostly aged 65 and over, to live as independently as possible in the community.

**Targeted Preventative Services (TPS)**
A new way for people in Hackney to get the support they need to combining floating support, health and wellbeing services and volunteering and befriending.

**Telecare** - Equipment, devices and services to help vulnerable people stay safe and independent at home (e.g. fall sensors and safety alarms).

**Transition** - When young disabled people move from childhood to adulthood.

**Young Hackney** - Young Hackney is our service for all young people aged 8-19, bringing together the skills and expertise of the youth service, youth support team and youth offending team.