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Introduction

Welcome to the Easy Read version of the Adult Social Care Local Account for Hackney Council

The Local Account is a report that comes out every year that tells you:

• how Hackney Council supports people who have care and support needs.

• what Hackney Council did in the last year

• what Hackney Council plans to do next year.
• how much we spent on adult social care

• what people said about our services and the Local Account.

• how we support people to stay healthy

• how we support people to live independently.

Go to www.hackney.gov.uk/local-account to see last year’s Local Account.

The Local Account was introduced by:
1. Councillor Jonathan McShane Cabinet Member for Health, Social Care and Culture

Jonathan says: “We want people to live independently at home for as long as possible.”

2. Anne Canning, Group Director of Children, Adults and Community Health Directorate

Anne says: “We will make sure people have more choice and control over the support they get.”

3. Jon Williams, Director, Healthwatch Hackney

Jon says: “Speaking to residents early on before services are changed, will make sure that Hackney provides the right services.”
Get in touch

If you need any information about Hackney’s Adult Social Care Services

Or you would like to comment on this year’s Local Account you can:

• **write** to us at:
  Information and Assessment
  Hackney Service Centre
  1 Hillman Street, E8 1DY

• **call** us at 020 8356 6262

• **go to**
  [www.hackney.gov.uk/adults-older-people](http://www.hackney.gov.uk/adults-older-people)

• **email** us at [access@hackney.gov.uk](mailto:access@hackney.gov.uk)

For information and advice about local health and social care organisations go to:

[www.hackneyicare.org.uk](http://www.hackneyicare.org.uk)
Visit us
You can visit us in person at the Hackney Service Centre.

We are close to Hackney Downs and Hackney Central Overground stations

You can take Bus 30, 48, 106, 236 and 254 and 276 to get to the Service Centre.

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Making services better

What you told us

We asked people who use services about last year’s Local Account.

This is what they told us they wanted:

- **less** jargon and more words that are easy to understand
- **less** information about notes on service users
- **more** information about services that are good
- **more** information about services that are not so good.
• more information about the type of complaints we have received.

• different design and images

• more contact details for different services.
Want to give us feedback?

We want to hear from you when things go wrong.

And when things go well too.

We often ask service users, carers and other people about our services:

• at local meetings

• events about changes to services

• telephone surveys and other surveys
Want to complain or say ‘thank you’?

If you are unhappy about a service and you want to complain

or you want to say ‘thank you’ about a service, you should:

Go to www.hackney.gov.uk/complaints

Call us on 020 8356 3770

Write to us at:

Complaints Team
Hackney Service Centre
1 Hillman Street
E8 1DY.
Unhappy about homecare?

If you are unhappy about our homecare service.

Please call this Freephone number
0800 073 1317
Making It Real

Making it Real is a national project that aims to give people more choice and control and to live independently.

Making it Real gives local service users and carers the chance to work closely with Hackney Council and to:

- make changes to services
- make services better
- agree what work should be done first

Get more information about Making It Real by:
Email: makingitreal@hackney.gov.uk

Call 020 8356 6669
Services in Hackney

Services that are going well

- There are fewer people in a hospital bed who cannot leave because they do have the right care at home.

- 87% of service users told us they feel safe. This is higher than in the rest of the UK.

- The quality of life is better in Hackney.

- Last year we were number 14 out of 15 other London councils. Now we are number 5.
• The number of people with learning disabilities in work has gone up.

• The number of people who get care and support at home after they leave hospital is **higher** than the UK average.

**Services that could be better**

• The quality of life for carers in Hackney is poorer.

• We will work closely with organisations supporting carers to provide better services.

• We will look at ways to make it easier for children and young people to start using adult services
What we did from April 2016 to March 2017

• We set up the Making It Real Board.

• We started a new homecare service.

• We started Positive Behaviour Support for people with learning disabilities

This gives people a better quality of life and helps to manage challenging behaviour.
• We have provided better support for carers after they have a carers assessment.

A carer's assessment is a chance for carers to talk to the council about the support or services to make caring easier.

• A lot more adults have completed treatment for alcohol problems.

• The waiting time to see an occupational therapist is one of the shortest in London.

• The East London NHS Foundation Trust has set up an Autism Diagnostic Service in their mental health team.

• We are looking at the Preparing For Adulthood Pathway with local parents and carers.
The **pathway** explains how young people move from children’s service to adult services.

- We have provided more **NHS Health Checks** for local people than other councils in London and the UK.

### What we plan to do from April 2017 to March 2018

- We will have more services that:
  - join up social care and
  - healthcare
  - provide support for individual needs
- We will have a single mental health service for both adults and older people.

- We will open a new day centre on Oswald Street.

- We will help more learning-disabled people to get a job.

- We will set up an advocacy project for local carers.
Hackney community

Hackney is one of the poorest areas in the UK.

But more rich people are moving into Hackney.

More money is being spent on goods and services in the area.

Over 270,000 people live in Hackney.

There are over 38,000 people aged from 30 to 34 years old.

This is the biggest age group.

There are 877 people aged over 90.

This is the smallest age group.
For more information about the health and wellbeing of Hackney people go to:

www.hackney.gov.uk/jsna
Ethnic groups in Hackney
A lot of different ethnic groups live in Hackney. The biggest groups are listed below.

- **36%** of the people who live in Hackney are **White British**

- **16%** of the people who live in Hackney are ‘**Other White’**
  - **11%** of the people who live in Hackney are ‘**Black African’**
  - **8%** of the people who live in Hackney are ‘**Black Caribbean’**

For more information about the ethnic groups that live in Hackney please visit [www.hackney.gov.uk/knowing-our-communities](http://www.hackney.gov.uk/knowing-our-communities)
How many people use social care in Hackney?

From April 2016 to March 2017:

- **3438** people across Hackney used social services:
- **1886** people were over 65 years old.
- **1552** people were aged 18 to 64 years old.
- **1379** people got support to help them live at home.
- **450** people got support to help them live at home after a stay at hospital.
- **629 people** lived in a care home or nursing home.
• **1696** people got one-off help, such as community equipment.

• **492** people got support for a short time to help them live independently at home.

This is called a **re-enablement service**.

• **81% of all service users** got a lot of choice about:
  o the type of support they got
  o how they spent their personal budget.

• **Over 506 carers and 2334 services users** had a direct payment or personal budget.

• **394 people** started to get a direct payment or personal budget.
How many carers live in Hackney?

There are 2828 carers in Hackney.

From April 2016 to March 2017:

- we carried out 1341 carers assessments
- 561 carers received a service.
How much did we spend from April 2015 to March 2016?

We spent £120m on social services in Hackney.

This is what we spent the money on:

- **£25m** was spent on learning disability services.
- Almost **£22m** was spent on services for people aged over 65 years old.
- Over **£20m** was spent on staff salaries
- Over **£12m** was spent on reduced fares for people to use taxis, public transport and other transport.
- Over **£12m** was spent on the **Supporting People** service.

This service provides support to help people to keep their tenancy and live in their own home.
Making the most of your money

The government is giving us less money to fund services.

We are using this money to give information and support to people in the most need as early as possible.

This helps more people to live healthy lives, in the community and at home for as long as possible.

From April 2016 to March 2017, a lot more people asked us about information and support.
Making savings
In the last 6 years, Adult Social Services has made savings of over £23m.

About 30% of the council’s budget is spent on social services.

We have worked hard to provide a good service with less funding.
The Better Care Fund helps us to provide better services that join up health care and social care services.

From April 2016 to March 2017, we spent £20m on this work.

The Better Care Fund has 4 goals
1. provide services by working with local groups and organisations, service users and carers
2. support people to live independently
3. provide better services that service users and carers like.
4. provide services that give service users more choice and control
Complaints

From April 2016 to March 2017:

- we received **127** complaints
- **56** complaints were made about the homecare service

We had more complaints this year and replied to most of them in **21 days**.

In the year before, we replied in **35 days**.

**More than half** of these complaints were about:

- the quality of the service
- the **assessment** and the type of care given.
Working together to make services better
We want local people to help us plan services and make them better.

Making it Real
We have set up the Making It Real Board.

The group has an action plan which lists the things they want to do first.

The board spent a day together to work out how they want to work.

We have set up groups to talk about information and direct payments.
What service users and carers did last year

- Interviewed organisations that provide homecare to help us work out who would win the new homecare contract.

- Helped us to choose a new organisation to support people with mental health issues to have their say.

- Joined the Autism Alliance Board to have more say in the way that new services are planned.

- Set up a working group for service users and carers.

- Joined the User and Carer Reference Group to work out how people can get involved.

- Took part in choosing a new Home Improvement Agency which provides:
- a handyperson service

- information and advice on funding if you are disabled and need to make changes to your home.

The **Home Improvement Agency** supports older and disabled people to live independently at home.

**What we are going to do**
- Get service users and carers to help us interview new members of staff.
- Write a plan that lets service users and carers know how they will be rewarded if they get involved.
- Work with service users and carers to write a new **Autism Plan**.
• Work with local people and groups to make lunch clubs better.

• Prepare training courses for Making It Real board members

• Work with service users and carers on a new design for our iCare website

www.hackneyicare.org.uk
Local services

Older people including people with dementia

In 2017 there were almost 20,000 older people living in Hackney.

From April 2016 to March 2017 almost 1900 people over 65 years old received continued support.

What we did

• We supported 1486 older people to live independently at home

• We started a new homecare contract that will provide better support at home for older people.

• We worked with City and Hackney Carers Alliance and the Hackney Carers Centre to support carers of people with dementia.
Local organisations supporting older people

Outward

Outward offers these services:

• floating support – which helps people to keep their tenancy agreement and stay independent.

• activities to keep you healthy

• a befriending service

Email: hackneytpreferrals@outward.org.uk

Call: 020 7249 9004

Go to www.outward.org.uk

Go to www.hackneyicare.org.uk and search for ‘Outward’.
Alzheimer’s Society (Hackney & City)

The Alzheimer’s Society provides information, support and help about Alzheimer’s or dementia.

Call: 020 8533 0091

Email: hackney@alzheimers.org.uk

Go to www.hackneyicare.org.uk and search for ‘Alzheimers’

Hackney SHINE

Energy advice to keep local people in Hackney well and warm all year and worry less about their fuel bills.

Call: 0800 281 768

Email: shine@hackney.gov.uk

Go to www.hackney.gov.uk/shine or Go to www.hackneyicare.org.uk and search for ‘Hackney Shine’
Age UK East London supports older people to speak up and take part in planning services for older people.

Age UK also provides services such as lunch clubs and one-to-one support such as advice on benefits.

Go to [www.ageukeastlondon.org.uk](http://www.ageukeastlondon.org.uk)

Call: 020 7249 7140 or 0800 917 9830

Email: info@ageukeastlondon.org.uk
Hackney Caribbean Elderly Organisation (HCEO)

The HCEO provides services for older people from Black and Minority Ethnic communities:

- day services

- a plan to support good mental health

- advice about money

- advocacy and outreach

Call: 020 7923 3536

Email: info@hackneycaribbeanc.org.uk

Go to www.hceo.org.uk
Support for people with learning disabilities

In 2017 there were 5,224 adults with learning disabilities living in Hackney.

In 2017 456 adults received support from the Integrated Learning Disabilities Service (ILDS).

**ILDS** provides a wide range of services such as:
- support to learn new skills
- support for better communication.

**What we did**
- ILDS ran 5 training courses for staff working in different services, such as transport staff.
ILDS worked with Homerton Hospital's Diabetic Team to make easy-to-understand information.

What we are going to do

- Check how ILDS works and make the service better.
- A new team in ILDS will support young people as they move from children services to adult services.
- Set up the Shared Lives Scheme to support people with different disabilities.
- Have 2 new members of staff in ILDS:
  - a social worker to support people with autism
  - a support worker to help people find jobs.
Local organisations supporting people with learning disabilities

POhWER Hackney

POhWER Hackney provides information, advice, support and an advocacy service.

Call: 0300 456 2370

Email: pohwer@pohwer.net

Go to www.pohwer.net

Or go to www.hackneyicare.org.uk and search for ‘Pohwer’
Hackney People First

Hackney People First is a self-advocacy organisation run by, and for, adults with a learning disability in Hackney.

Call: 020 7812 9339

Email: peoplefirsthackney@btconnect.com

Go to www.hackneypeoplefirst.com

Or go to www.hackneyicare.org.uk and search for ‘Hackney People First’
**Targeted Preventative Services (TPS)**

**TPS** is a new way to support adults before they need a social care package.

The service provides:

- support to help people with the most need to keep their tenancy agreement and live independently.

- activities to keep you healthy

- a befriending service

Email: [hackneytpsreferrals@outward.org.uk](mailto:hackneytpsreferrals@outward.org.uk)

Call: **020 7249 9004**

Go to [www.outward.org.uk](http://www.outward.org.uk) or go to [www.hackneyicare.org.uk](http://www.hackneyicare.org.uk) and search for ‘Outward’
Patient Advice and Liaison Service (PALS)

**PALS** can provide information and support to patients and carers.

They will listen to your worries, ideas and questions.

Call: **020 810 7315**

Textphone: **07584 445 400**

Email: [huh-tr.pals.service@nhs.net](mailto:huh-tr.pals.service@nhs.net)

Go to [www.hackneyicare.org.uk](http://www.hackneyicare.org.uk) and search for ‘PALS’
Support for carers

In 2017:
- there were 2,828 carers in Hackney
- 1,341 carers assessment were carried out

The support provided is for carers who feel alone or need extra support.

What we did
- We held a Carers Conference in 2017 for 80 carers and 49 workers.
- We started a new service that gives carers more support after their carers assessment.
- We worked with Hackney’s Public Health team to get more carers to take part in local fitness and cooking classes.
• The Hackney Carers Centre provides training for carers such as:

  o mental health first aid and

  o how to cut down stress.

**What we are going to do**
Make the **carers assessment** better and provide better information.

Get better support for carers in Hackney.
Local organisations supporting carers
City & Hackney Carers Centre

The City & Hackney Carers Centre provide support for carers living in Hackney.

Call: 020 8533 0951

Email: CCSAdmin@hackneycarers.org.uk

Go to www.hackneycare.org.uk and search for ‘Hackney Carers’

Carers Co-ordination Service
Advice, information and support for carers.

Go to www.hackneycarers.org.uk
Hackney Carers Information Pack

Information on **carers assessments** can be found in the ‘*Carers are the Bedrock*’ Information Pack

To download your copy of the pack go to [www.hackney.gov.uk/adult-carers](http://www.hackney.gov.uk/adult-carers)

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**Carer’s Assessment**

A **carer's assessment** is a chance for carers to talk to the council about the support or services that would make caring easier.

Go to [www.hackney.gov.uk/carers-assessment](http://www.hackney.gov.uk/carers-assessment)
Support for people with alcohol and drug problems

From April 2016 to March 2017, 2,050 adults were treated for alcohol and drug problems:

- **1104** people with opiate problems.

**Opiates:**
- are drugs used to reduce pain or help people sleep
- include legal and illegal drugs such as heroine and morphine.

- **438** people with alcohol problems

Services are provided:
- at hospital where you can get treated for drug or alcohol problems
- in the community where you can get training and help to get work.

Young Hackney Substance Misuse supports young people from **6 to 25 years old** affected by alcohol and drugs.
What we did

More people are using services at Hackney Recovery Service.

More people are finishing their treatment.

Less people need treatment again after 6 months.

Young Hackney Substance Misuse service is working with more schools and youth organisations.

Local organisations supporting people with alcohol and drug problems

Hackney Recovery Service

Provides free advice on treatment or questions about drugs or alcohol.

They also provide a drop-in service at 110 Mare Street, E8 3SG.
You do not need to make an appointment.

**Hackney Recovery Service** also provides

- support for carers and families,
- women-only services
- training
- benefits advice
- activities.

Call: **0300 303 2611** during office hours
Call: **0808 168 8669** out of hours

Go to [www.hackneyrecoveryservices.org.uk](http://www.hackneyrecoveryservices.org.uk) or [www.hackneyicare.org.uk](http://www.hackneyicare.org.uk) and search for ‘Recovery Service’
Young Hackney Substance Misuse Service

Information, advice and support for young people aged 6 to 25 years old affected by alcohol or drug misuse.

To get confidential advice you can:

Call: 020 8356 7377

From Monday to Friday

From 9 am to 5 pm

Email yhsms@hackney.gov.uk

Go to www.younghackney.org or www.hackneyicare.org.uk and search for ‘Young Hackney’
FRANK
Advice, information and support for families, friends and carers worried about drug and solvent misuse.

Solvents are found in substances such as glue, nail polish removers and aerosols.

Go to www.talktofrank.com
Write to: 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 disability, sight or hearing problems

- From April 2016 to March 2017, 375 adults with
  - a physical disability
  - a sight or hearing problem received a service.

What we did

- The waiting time is shorter:
  - to call Adult Social Care for information and advice.
  - to get an assessment from our Occupational Therapy service

- We have made it easier for adults with sight or hearing problems to get support and to get an assessment.
More adults with a physical disability, sight or hearing problem are members of the Making It Real board.

What we will do

- We will get new equipment such as grab rails, to fit in people’s homes in 2018.

- We will give adults with a physical disability, a sight or hearing problems more choices in their housing.

Local organisations supporting people with a disability, sight or hearing problem

Hackney Leisure & Physical Activity Team

The team help people to keep fit and healthy in Hackney.

Go to [www.hackney.gov.uk](http://www.hackney.gov.uk) and search for ‘sports leisure’
Fit 4 Health Scheme
Fit 4 Health is an exercise programme to help people get better after a stroke.

Call: 020 8356 4897 or 020 8356 5285
Email: helen.mcginley@hackney.gov.uk or darren.english@hackney.gov.uk
Go to www.hackneyicare.org.uk and search for ‘Fit 4 Health’
Support for people with mental health needs

From April 2016 to March 2017 we:

- provided mental health services to 5115 adults
- carried out 2896 mental health assessments
- carried out 1052 Mental Health Act assessments

What we did
We set up an Early Detection Service

An Early Detection Service makes sure we find mental health problems early on.
We set up an **Autism Diagnosis Service**.

Now we can find out early on, when someone is autistic, and make sure they get the right services.

We set up the **City and Hackney Wellbeing Network**.

The goal of the network is to:
- prevent mental health problems
- give people with mental health problems a better quality of life.

95% of people are seen by a mental health professional in 28 days.

People do not have to wait as long to see a therapist.
What we will do
We are making mental health services better for:

- people who are in a **crisis**.
- people who are in **housing** need

Local organisations supporting people with mental health needs

**City and Hackney Mind**

City and Hackney Mind provides local expert services that make sure no-one faces mental health problems alone.

Go to [www.cityandhackneymind.org.uk](http://www.cityandhackneymind.org.uk)

Call: **020 8525 2301**

Email: [services@cityandhackneymind.org.uk](mailto:services@cityandhackneymind.org.uk)
The East London NHS Foundation Trust provides local mental health and community services.

Go to www.elft.nhs.uk

Call: 020 7655 4000

Email: webadmin@elft.nhs.uk

City and Hackney Adult Mental Health Point of Entry

The Point of Entry makes it easier for adults aged 18 to 65 years old to use mental health services.

Go to www.elft.nhs.uk and search for ‘CHAMHRAS’
The City and Hackney Wellbeing Network

The Network makes it easier for local people to get healthcare.

They say: ‘Any Door is the Right Door’.

This means you can get the same support from any organisation in the network.

Go to www.chwellbeingnetwork.london

Call: 020 8510 8011 during normal hours

Call 07870 595 732 in an emergency.

Email: SPOE@mindchwf.org.uk

Call: 020 8525 2301 or 0800 612 6585
Supporting young people to become adults
We supported 22 young people with learning disabilities to move from children’s to adult’s services.

Each young person has a plan to help this happen.

The plan says what they like and how they want to be supported.

Young people can get:

• direct payments

• one-to-one support

• support for their family

• equipment.
What we did
• Our Integrated Learning Disabilities Service (ILDS) is working closely with Hackney Learning Trust to make the move from children’s to adult’s services easier.

What we will do
• There will be more staff in the Transitions Team to support young people.

Transition is the move from children’s to adult’s services.

• Every 17-year-old will have a worker from the team.
Local organisations supporting young people to become adults

Hackney Learning Disabilities Service

Go to [www.hackney.gov.uk](http://www.hackney.gov.uk) and search for ‘learning disabilities’

Call: **020 8356 7444**

Hackney Disabled Children’s Service

Go to [www.hackney.gov.uk](http://www.hackney.gov.uk) and search for ‘disabled children’

Call: **020 8356 6789**

Hackney Local Offer
Information about services for children and young people, aged **0 to 25 years** old, with special educational need and disabilities.

Go to [www.hackneylocaloffer.co.uk](http://www.hackneylocaloffer.co.uk)
Hackney Learning Trust

Go to www.learningtrust.co.uk

Call: 020 8820 7000

Email: info@learningtrust.co.uk

Hackney Ark

Provides support for children and young people with a disability or special educational needs and their families.

Go to www.homerton.nhs.uk and search for ‘Hackney Ark’

Call: 020 7014 7000

Email: referralstohackneyark@homerton.nhs.uk
Protecting adults that may be at risk

From April 2016 to March 2017:

- 1261 safeguarding concerns were reported
- 804 Deprivation of Liberty Safeguarding applications were made

Deprivation of Liberty Safeguarding applications are more serious as they may result in someone being stopped from doing things, for their own safety.

What we did

- We updated safeguarding forms to make sure the person needing protection was asked what they would like to happen.

What we will do

- We will tell more local people about our safeguarding work.
• We will work more closely with groups and organisations to make safeguarding better in Hackney.

Local organisations protecting adults that may be at risk

Safeguarding Adults Team (Hackney)
Call: 020 8356 6262 during normal office hours
Call: 020 8356 2300 out of hours
Email adultprotection@hackney.gov.uk

Go to www.hackney.gov.uk and search for ‘safeguarding adults’

City and Hackney Safeguarding Adults Board (CHSAB)
Local organisations and groups are members of the CHSAB.

The law says the board should protect local adults at risk of abuse.
Go to [www.hackney.gov.uk](http://www.hackney.gov.uk) and search for safeguarding adults board’

Call: **020 8356 6498**

Email: chscb@hackney.gov.uk
Public health

The public health team provide services to help local people live a healthy life such as:

- support to quit smoking
- advice about healthy eating
- support for good mental health.

5% of local people had an NHS Health Check.

This is much higher than other parts of the UK.

What we did

- Every 3 months about 1000 people went to the One You fitness classes for £1 held in venues around Hackney.
We set up:

- a new sexual health service.
- a new dental service for older people living in local care homes.
- a new Healthy Vitamins scheme for pregnant women.

Local public health organisations

City and Hackney Health and Wellbeing Profile

Information about the health and well-being of local people.

Go to www.hackney.gov.uk/jsna

Call: 020 8356 3000
Email: info@hackney.gov.uk

Hackney’s Health and Wellbeing Strategy
Go to www.hackney.gov.uk and search for ‘Health and wellbeing’

Annual Report of the Director of Public Health
Go to www.local.gov.uk and search for ‘Directors Public Health Annual Reports’

NHS One You
Information about having a healthy life.
Go to www.nhs.uk/oneyou
Healthy Hackney

Support local people to:

- have a healthier diet
- get more active
- and take up a new hobby.

They run One You community fitness classes for adults and children across Hackney that cost £1.

Go to www.hackney.gov.uk and search for ‘Healthy Hackney’

Call: 020 8356 6326

Email: henry.muss@hackney.gov.uk
Get a copy of this report
Would like a printed copy of this report or would you like it in a different format?

- Another language
- Large print
- Audio – a recording of this document spoken out loud, that you could play on your device or a CD player.
- Braille
- Accessible PDF, for visually impaired people who use screen reading software such as JAWS.
If you have **JAWS** on your computer, it can read your documents out loud.

If you would like any of these formats please:

- **Write** to us at:

  Information and Assessment
  Hackney Service Centre
  1 Hillman Street, E8 1DY

- **Call** us at **020 8356 6262**

- **Go to**
  [www.hackney.gov.uk/adults-older-people](http://www.hackney.gov.uk/adults-older-people)