Overview
**What is a local account?**

Our local account tells residents how we help adults with care and support needs in Hackney.

This document aims to be balanced and transparent, providing useful information describing what we did in 2013-14 to meet people’s needs.

The local account tells people:

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

**Hackney’s fourth local account**

This year we ran two events so service users and carers could tell us:

- What they want to see in the local account
- How the local account should look
- The sort of format they want
- What they think about services

**Online fact sheets**

We have produced separate fact sheets about services we provide to different groups of residents.

Each fact sheet is available online. Visit the local account page at [www.hackney.gov.uk](http://www.hackney.gov.uk).

**Overview**

- Older people
- People with learning difficulties
- Disabled people
- People with mental health needs
- Protecting adults who may be at risk
- Carers
- Preparing for adulthood
- People affected by substance misuse
- Public Health
- Detailed statistics

**How to get a printed copy or an alternative format**

If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**

**How to contact services**

If you want to contact Adult Social Care to get help or find out more about available services call **020 8356 6262** or visit [www.hackneyicare.org.uk](http://www.hackneyicare.org.uk)
Message from Councillor Jonathan McShane
Cabinet Member for health, social care and culture

I am pleased to introduce our fourth local account, which gives details of how we help Hackney residents with care and support needs.

The local account and the fact sheets covering specific issues set out our achievements in the last year, areas where we need to improve, and our plans for the future.

We are keen to involve the people who use our services, carers and local community groups in helping us to shape our plans for the future. The local account gives details of how local people have been involved throughout the year, what they told us, and what we plan to do as a result.

I hope you find the local account useful and interesting and would encourage people with comments or feedback to get in touch.

Message from Kim Wright
Corporate Director, Health and Community Services

In this year’s local account, we update you on the progress we have made against what we said we would do in Adult Social Care Services last year, and what we plan to do in 2014-15 and beyond.

We are proud of our achievements last year, but there is still much to do to ensure our residents get the support they need. As a result of central government cuts, we are having to manage with much reduced resources, so it is important that we make every penny count as we provide or commission services. These financial challenges will continue in the coming years and we will continue to work hard, along with our partners, to deliver the best services we are able to.

We will continue to focus on promoting independence and helping people to remain living at home or in the community with more choice and control over the support they receive in the coming years.

Message from Emma Craig
Chair, Healthwatch Hackney

This is a well presented and very readable local account. We consulted local service user forums and it was generally noted how responsive the council has been in using feedback to improve the local account over the last few years. In particular, the fact sheets relating to each service are considered excellent. While there has been more information about savings, in the next local account service users would like to see greater clarity about cutbacks and changes to services, as well as the financial pressures facing the Council in relation to these services. We look forward to continuing to work with the council and service user forums in the next year particularly on the challenges of the Care Act.
What we spent in 2013-14

We spent £106.5 million on adult social care in 2013-14, 33% of everything the council spends. 5,064 people were eligible to receive an ongoing service such as home care, residential care and extra social work support. Many received more than one type of service. Other services were provided before eligibility was assessed, such as Preventative and Reablement services for 2,362 people, and equipment to help with daily living tasks provided to 1,046 people. There were 570 staff working in our adult social care services including social workers, therapists, care managers and support staff.

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Number of People</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social care for older people</td>
<td>£32.9m</td>
<td>2,369 people</td>
<td>31%</td>
</tr>
<tr>
<td>Social care for disabled adults</td>
<td>£6.1m</td>
<td>714 people</td>
<td>6%</td>
</tr>
<tr>
<td>Social care for adults with learning difficulties</td>
<td>£19.6m</td>
<td>453 people</td>
<td>18%</td>
</tr>
<tr>
<td>Social care for adults with mental health needs</td>
<td>£6.3m</td>
<td>1,342 people</td>
<td>6%</td>
</tr>
<tr>
<td>Preventative services and re-ablement</td>
<td>£5.8m</td>
<td>2,362 people</td>
<td>6%</td>
</tr>
<tr>
<td>Supporting people housing services</td>
<td>£14.3m</td>
<td></td>
<td>13%</td>
</tr>
<tr>
<td>Freedom passes</td>
<td>£11.9m</td>
<td>5,823 people</td>
<td>11%</td>
</tr>
<tr>
<td>Adult social care staff costs</td>
<td>£8.9m</td>
<td>570 staff</td>
<td>8%</td>
</tr>
<tr>
<td>Carers</td>
<td>£0.7m</td>
<td>1,048 carers</td>
<td>1%</td>
</tr>
</tbody>
</table>

Some people received more than one service and some people bought services using self-directed support (see page 16).
Spending money wisely

Demand for social care is growing as resources from central government shrink so it is vital we spend money fairly. The council also has to get value for money for every service we commission or ‘buy’ on behalf of adults with care and support needs in Hackney.

Savings

Between 2012 and 2015, Hackney’s adult social care services has a target to save £15.1 million. We are on course to make these savings including having met our target to save £4.5 million in 2013-14.

Examples of how we have saved money include:

- Focusing services on supporting people to remain independent in the community
- Reducing the number of people going into residential or nursing care, enabling them to live independently in their homes and community instead
- Providing better preventative services to reduce future care needs
- Working more closely with health services to integrate our services
- Redesigning a number of services for the future including home care and day care, support for carers and community based mental health services

Plans are also in place to deliver further savings in 2014-15 using more effective and efficient ways of ‘buying’ and delivering services. Future plans for services are set out in the individual fact sheets.

The challenging financial climate that we work within will continue into the future with increasing pressures on budgets. We will continue to make the best use of the resources available to us by:

- Reducing ‘back office’ administrative costs rather than making cuts to front-line staffing
- Reducing the unit costs of services where possible through renegotiation
- Redesigning services so they are more efficient and cost-effective

We will ensure people have the same opportunities to access services by leaving our eligibility criteria for Adult Social Care services unchanged during 2014-15.
How many people started to receive a service in 2013-14?

Last year our Information and Assessment team were contacted **20,891 times** on 020 8356 6262

- **1,046 people** received one-off support (eg toilet seat raiser)
- **1,857 people** had their needs formally assessed
- **17,988** were directed to other types of help including community activities

- **1,146 people** did not go on to receive a service
- **711 people** including 413 older people started to receive an ongoing service

People may not get a service because they:
- decline it
- pay for it themselves
- move away
- have needs that change

**SIGNPOSTED** to other types of help including community activities

For more information visit [www.hackneyicare.org.uk](http://www.hackneyicare.org.uk)
Assessments leading to care packages by client group

<table>
<thead>
<tr>
<th>Client group</th>
<th>Number of people assessed during 2013-14</th>
<th>Number of people offered care/support in 2013-14</th>
<th>Percentage of people assessed who received care/support in 2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>All adults 18 – 64</td>
<td>1,277</td>
<td>298</td>
<td>23%</td>
</tr>
<tr>
<td>Disabled people</td>
<td>178</td>
<td>64</td>
<td>36%</td>
</tr>
<tr>
<td>Mental health</td>
<td>997</td>
<td>198</td>
<td>20%</td>
</tr>
<tr>
<td>Learning difficulties</td>
<td>24</td>
<td>20</td>
<td>83%</td>
</tr>
<tr>
<td>Substance misuse</td>
<td>78</td>
<td>16</td>
<td>20.5%</td>
</tr>
<tr>
<td>Older people (65+)</td>
<td>580</td>
<td>413</td>
<td>71%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,857</strong></td>
<td><strong>711</strong></td>
<td><strong>38%</strong></td>
</tr>
</tbody>
</table>

Despite increasing financial pressures, the number of people receiving a formal assessment of their needs, and receiving support as a result, increased in 2013-14 compared with the previous year.

<table>
<thead>
<tr>
<th></th>
<th>2012-13</th>
<th>2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of people who had their needs formally assessed</td>
<td>1,529</td>
<td>1,857</td>
</tr>
<tr>
<td>Number of people receiving one-off support</td>
<td>800</td>
<td>1,046</td>
</tr>
<tr>
<td>Number of people who started to receive an on-going service</td>
<td>568</td>
<td>711</td>
</tr>
</tbody>
</table>
What we are doing well

Fit 4 Health

Fit 4 Health is a free rehabilitation programme helping people achieve health and wellbeing after a stroke. By the end of March 2014, 64 clients had completed the scheme and reported excellent outcomes:

• 94% reported increased energy levels
• 83% reported improved fitness, stamina, flexibility and strength
• 75% said their families had noticed improvements in their mood and confidence levels and fewer falls
• 30% reported fewer hospital visits

Hackney iCare

During 2013-14, thousands of residents used Hackney iCare, our online information hub, to find information on local care, health and wellbeing services. iCare had more than 76,545 hits during the year, an average of 6,379 unique visits each month. Some 176 people used iCare to refer themselves to our Adult Social Care Information and Assessment Team. People can search more than 1,200 entries or browse more than 60 local events, workshops, courses, support groups and activities promoted on iCare’s front page each week. A survey carried out in 2013-14 showed a 4% increase in the number of people who said they find it easy to access information and advice. During 2014-15, we will improve the site to make it even more useful for local people.

To find out more, visit www.hackneyicare.org.uk

Reaching isolated and vulnerable people

Hackney’s Community Library Service went from strength to strength with a 15% increase in new people registering to use the service. The service delivered books, films, board games and useful information to 625 people unable to visit their local library due to illness, frailty or disability. Most service users are over 55 although the library delivers to disabled people, people with learning difficulties and carers as well as to St Joseph’s Hospice and day centres. The service helped to set up and supply 15 film clubs in older people’s housing schemes last year. Best selling authors Valerie Wood and Quintin Jardine were also special guests at the service’s groundbreaking phone book club group.
Waits for blue badges fall

In last year’s local account, we said we needed to improve the time we took to process blue badge applications. We had received a number of complaints about this.

We explained that a lot of the delays were caused by people not providing the required supporting documents on time, so we wrote to people reminding them of the importance of providing all their documents within 10 days of submitting their application.

This worked well and we saw a reduction in the number of complaints received. We have continued with this approach during 2013-14 and have greatly improved the speed at which we issue blue badges for disabled people.

During 2013-14, we processed 96% of applications within six weeks compared with 57% in the previous year.

Promoting Independence

Our adult social care services continue to focus on helping people to be more independent and remain in their local communities and neighbourhoods.

- 90% of older people discharged from hospital with the support of intermediate care and rehabilitation services were able to remain in their own homes
- 63% of people who received a short term service to maximise their independence required no further long term support
- We maintained low rates of admissions to residential and nursing care homes, and for older people admissions fell from 116 in 2011-12 to 66 in 2013-14
- We also reduced the number of people aged 18-64 admitted to care homes from 26 in 2012-13 to 12 in 2013-14
What we need to improve

Tackling delays in people leaving hospital

During 2013-14, we noticed more people than usual were staying in hospital longer than they needed to (delayed discharges). People need to be able to leave hospital once they are well enough, so they can return home and resume their day to day lives with the right support in place. Delayed discharges also tie up hospital beds for people who need urgent medical care.

Our figures show that in 2013-14 Hackney had comparatively high levels of social care related delayed discharges. This is disappointing, so we are working closely with our partners in local hospitals and other health services to tackle these issues.

Most delays involved people with mental health issues waiting to leave hospital wards and were due to problems finding suitable accommodation or because they were waiting to be assessed to agree their care needs. Hackney Council and East London Foundation Trust put together an action plan to tackle the delays. As a result, social care related delays fell by 50% by the end of 2013-14.

We will continue to ensure people can return home as soon as they are well enough by working closely with our health service partners.

During 2014-15, our integrated hospital discharge, intermediate care and reablement teams (which include social care and health staff) will work together to support people to leave hospital as soon as they are well enough.

Complaints

Complaints about adult social care services

We received 126 complaints about our adult social care services in 2013-14, 86 fewer than in 2012-13. Last year, some 5,064 people used adult social care services so these complaints represent 2.5% of all our service users. The most common complaints were about waits for home adaptations, blue badges and Freedom Passes, or from people unhappy with the outcome of their adult social care needs assessments.

www.hackney.gov.uk/complaints

Complaints about home care

During 2013-14, we also received 74 complaints about home care services via our dedicated free phone home care complaints line. This equals 5% of the 1,456 people in Hackney who receive home care services. Most complaints were about care workers arriving late or the quality of care.

We are commissioning new home care services during 2014-15 so that they are more person-centred and focus on achieving outcomes agreed with the service user. We will also improve monitoring arrangements including investigating whether new technology can help to ensure care workers arrive on time.

Home care complaints line: 0800 073 1317.
What’s new

Befriending

In October 2013 we launched a new Befriending and Volunteering service with an organisation called Outward to train and match local volunteers with vulnerable people in Hackney. Volunteers provide a little extra support to isolated residents by providing friendship and support through face to face visits, chats over the phone or by taking people shopping or to appointments. In 2014-15, the new service will provide 33,000 hours of support and benefit up to 1,200 people.

The service:
• Is available to all adults in Hackney
• Provides a little extra support when it is needed
• Is short term but easy to get hold of again when needed
• Is able to direct people to different services if needed
• Is tailored to suit people’s needs and what people want to achieve

The Befriending service is one part of our wider Targeted Preventative Services which support health and wellbeing in the community

To find out more about Befriending and other Targeted Preventative Services, visit www.hackneyicare.org.uk, email hackneytpspreferrals@outward.org.uk or call 0207 249 9004

New dementia service

Hackney is working with housing provider Family Mosaic to develop new, high quality accommodation for people with dementia.

The scheme at St Peter’s House, Bethune Road, Stoke Newington, will provide 39 self-contained flats for people with dementia and is due to open in April 2015.

Residents will benefit from dementia friendly design features including a ground floor lounge space, sunroom and accessible garden. The project is part funded by a £300,000 mental health capital grant.

Residents will be able to continue to live with privacy and dignity in their own homes, in a sensitive environment that allows for independence and with access to the right kind of care and support.

Mental Health Network

New services providing community based support for people with mental health problems will start from autumn 2014.

The service has two themes:
• Mental health, wellbeing and prevention
• Recovery, reablement and social inclusion

One lead organisation will work with a number of other partners to offer services including:
• Support to get employment
• Counselling
• Advice and information
• Signposting to other organisations
Your views count

It is really important to us that we hear local people’s views to help us to improve and develop our services.

We regularly involve and consult people who use our services, carers and other people who live in Hackney to get their views on what we do.

We do this in a variety of ways including:
- Routine meetings with local forums
- Specific consultation events
- Telephone surveys
- Through our new user and carer involvement reference group

Surveys

We conduct statutory surveys that measure satisfaction rates and quality of life among our service users and carers. All surveys are anonymous. Some service providers also conduct their own surveys, but we are aware people may feel uncomfortable giving honest feedback in those circumstances. Our annual surveys are carried out independently of our providers.

Every year the government asks us to carry out a survey to see what people think about our adult social care services. This year we asked a sample of 1,078 people receiving ongoing services to complete the survey and 381 people responded.

Key results included:
- **84%** said they were satisfied with the care and support they received, down 6.5% from 90.5% in 2012-13
- **69%** said they had control over their life, a 1% increase on 2012-13
- **70%** said they found it easy to find information and advice, up 4% on 2012-13

Detailed results are available on the adults and older people’s page at [www.hackney.gov.uk](http://www.hackney.gov.uk)

We are developing an action plan to improve our services and ensure more people are satisfied with the support they receive in 2014-15.

Day to day feedback

Everyone can comment on the services they receive via our [complaints procedure](#) and our confidential [home care complaints line](#).

New service user and carer reference group

In 2013, we launched a new user and carer involvement reference group made up of representatives from Hackney’s various service user forums. The group meets every two months to:
- Advise commissioners on whom to consult when services are changed or commissioned
- Advise on how services should be monitored and delivered from the point of view of service users
- Make sure people who want to give their views get a chance to do so
- Consider reports from the Commissioning for Personalisation Reference Board
- Vote on topics the group should consider at future meetings

In 2013-14, we:
- Involved user and carer representatives in interviews for architects bidding to design the new Oswald Street Resource Centre
- Consulted all day centre users to get initial ideas for the Oswald St Resource Centre plans
- Consulted family members on the re-commissioning of residential care services for people with learning difficulties
- Involved service users and carers in designing the new dementia service
- Held meetings and carried out telephone surveys of service users to help shape the design of new home care services due to start in 2015
- Involved carers in designing our new carers’ services
- Consulted service users about the model for our new Integrated Mental Health Network
- Involved service users and carers on panels that select providers who tender to run new services

Details of what people told us they wanted and what we will do are included in the individual local account fact sheets.
Training service users to train staff

We have started working with Hackney Council for Voluntary Services (HCVS), Healthwatch and POhWER on ways to involve service users in training social care staff.

In 2013-14, we:

- Agreed to develop service users to become trainers and provide opportunities for them to design and deliver workshops for staff
- Trained 10 people to design and deliver workshops

In 2014-15:

- Choice in Hackney will train additional trainers over the summer of 2014 using Disabled People’s User Led Organisation Skills for Care funding
- Trained service users will deliver a series of workshops for people using direct payments
- We will deliver a programme with service users to train front line reablement teams
- Hackney’s Health and Wellbeing Board will consider long term plans for a service user talent pool to contribute to staff training
**Consulting on the local account**

We held two consultation sessions on this year’s local account so people could tell us:

- What they want to see in the local account
- How the local account should look
- The sort of format they wanted
- What they think about our services

<table>
<thead>
<tr>
<th>What you said about the local account…</th>
<th>What we have done…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell us what is happening with funding cuts and changes to services</td>
<td>The Overview section includes information on savings we are making. Each separate fact sheet includes information on service changes in 2013-14 and those planned for 2014-15</td>
</tr>
<tr>
<td>Provide clearer financial information by illustrating with numbers and % on statistics</td>
<td>We have provided numbers and statistics in the local account for all services this year including, for the first time, how much we spend on supporting carers</td>
</tr>
<tr>
<td>Provide more information about befriending services</td>
<td>Information on the new befriending service is included in this overview section of the local account</td>
</tr>
<tr>
<td>Produce the local account in large print font size (14 – 16)</td>
<td>We will make the local account available in large print on request</td>
</tr>
<tr>
<td>Tell us more about aftercare services for people with mental health or substance misuse needs leaving hospital or rehab</td>
<td>The local account sections on people affected by drug and alcohol misuse and mental health issues include information on aftercare services</td>
</tr>
<tr>
<td>Provide information on how we meet the needs of Hackney’s diverse community, specifically people who are LGBT and those who struggle with English</td>
<td>Below we provide detail on how we support non-English speaking service users and how we meet the needs of service users who are lesbian, gay, bisexual, or transgender (LGBT)</td>
</tr>
</tbody>
</table>
Equality and Diversity

Hackney is a highly diverse borough and home to many different communities that live comfortably side by side. Hackney’s rich cultural diversity is one of its many strengths. A 2013 IPSOS-MORI poll found 90% of Hackney residents felt Hackney was a place where people from different backgrounds get on well together.

Our adult social care services are keen to ensure people do not find it harder to access support due to their background, gender, race, faith, sexual orientation, age, disability or caring role.

Support for non-English speaking service users

Most Hackney residents speak English as their main language. However around 6% of Hackney’s population do not speak English well or at all.

Adult social care staff support non-English speaking service users by:

- Using the Language Line that supports three way phone conversations
- Making the most of staff who speak other languages
- Using Language Shop interpreters for assessments
- Arranging translation of social care documents on request
- Using our pre-translated social care contact letters for Turkish, Vietnamese, Spanish and Urdu speakers

Our sensory team staff are fluent in various communication methods to support people who are blind, deaf or who have visual or hearing impairments.

Support for LGBT service users

Hackney has a large and long established LGBT community. Fear of stigma often makes people reluctant to disclose their sexual orientation. Estimates suggest 4-10% of residents identify as lesbian, gay, bisexual or transgender. Older LGBT people can face particular challenges in the care system. Stonewall report that 70% of older LGBT people no longer feel they can be open about their sexuality when they retire or move into care homes.

Hackney Council works with Stonewall and other organisations to ensure the needs of LGBT service users are recognised and met. In 2014-15 we hope to continue to work with Stonewall to train more adult social care staff so they can engage with people from the LGBT community in a way that makes them feel confident about disclosing personal information.

In 2013-14, we:

- Funded Stonewall Housing through the London Councils Grants Programme to provide advice and floating support services to LGBT people over 25
- Produced a Community Insights video for Hackney highlighting issues faced by older LGBT people due for release in 2014-15
- Continued to be an active member of the National LGB&T Partnership, a Department of Health strategic partnership
- Funded Stonewall training and 1:1 support for older service users living in care homes, supported living and sheltered housing schemes
- Made service users aware of Opening Doors LGBT community activities in North London
- Circulated Opening Doors monthly newsletter to staff and residents in housing with care schemes and day centres
- Funded Stonewall (£88,000) to provide accommodation based supported housing services in Hackney for 12 young adults aged 18-25

Stonewall also attends the Single Homeless and Rough Sleeper panel where it offers advice to single homeless services in Hackney.
Changing with the times

Adult social care services across the country have changed in recent years. In Hackney we already do things differently. The changes we have made reflect national policy that aims to ensure that people have more choice and control over the care and support they receive.

‘Personalisation’ recognises that people are best placed to understand their own needs and how best to meet them. In Hackney, we want people to achieve or maintain independence, whenever this is appropriate and safe, and to live fulfilling lives in the community.

People who use services in Hackney can now exercise more choice and control over the care they receive and how it is delivered through self-directed support.

**Self-directed support** is a system that gives people the opportunity to take control over the care and support they receive. It recognises they are best placed to understand their own needs and how to meet them. Most people benefiting from self-directed support will have a personalised support plan and a personal budget.

### Personal budget
Money allocated from Hackney Council’s social care funding to someone who needs support and which can be provided either as a direct payment or as a managed budget.

- **Direct payment**
  - A cash payment into a bank account provided to someone to organise their own services. People can take all or part of their personal budget as a direct payment.

- **Managed budget**
  - Where Hackney Council manages a person’s personal budget on their behalf and arranges their social care support because the person:
    - Doesn’t want to manage their personal budget or
    - Is unable to consent to the direct payment because of a lack of mental capacity and there is no suitable person to manage the budget on their behalf.

- **Combination of the two**
  - Organise services using both methods:
    - Managed budget
    - Direct payment

The diagram above explains how the system of self-directed support works in Hackney to support people to have choice over their care.

During 2013-4:
- The number of people receiving adult social care services in the community through self-directed support increased slightly to 3,060, 65% of the total using community based services.
- The number of people choosing to manage their own care through direct payments increased from 613 to 721, equivalent to 16% of people using community based services.
- Most people with direct payments used them to pay personal assistants or agency care staff to provide their care although some used them to pay for transport or social activities.

During 2014-15, we will continue to promote personalised approaches to care provision, including:
- Changing our day care provision so we have a wider range of community based support options in line with people’s interests.
- Commissioning new home care to focus on achieving outcomes identified by people who use services who will be more involved in developing their own support plans.
- Fully implementing the Mental Health Network of services that promote positive mental health, prevent crisis and tackle factors that can lead to poor mental health.
The Care Act 2014

The Care Act is the biggest change to adult social care law in over 60 years. It builds on existing law and regulations, but also introduces changes in the way social care is delivered.

Some of the main points in the act include:

• People’s wellbeing will be at the heart of every decision
• An increased focus on prevention services and providing support to promote independence
• A new duty to provide clear information and advice about the local care and support service system
• Personal budgets, giving people greater control over their care, are expected as the standard for all service users
• Carers’ rights will be on the same footing as the people they care for
• There will be new freedoms and flexibilities to encourage further integration of health and social care services
• Councils must promote diversity, quality and choice in the local care market so services on offer reflect what people want
• A strengthening of safeguarding requirements for adults
• A new framework for charging for care, including a cap on costs and a choice to defer payment

Most of these changes will come into force in April 2015, except those relating to the cap on costs, which will begin in April 2016.

We are planning now to make sure we are ready to implement the changes next year.

We are also working out how much the new Care Act responsibilities will cost against the government grants available to deliver the new requirements.

During 2014-15 we will provide information for local residents, service users, carers and provider agencies on the Care Act and what it will mean for them.

Continuing to promote independence

During 2014-15 we will continue to focus on promoting independence for those who need and use our services. As a result, we will see:

• More people living healthy and fulfilling lives in their own homes
• Reductions in the number of people admitted to residential or nursing care
• More people using personal budgets including direct payments to meet their needs in the community
• Increased numbers of people successfully completing recovery and rehabilitation programmes
• Greater use of technology such as telecare to support independence
• More integrated services with health partners, for example in reablement and intermediate care services
• Greater use of universal services such as libraries, leisure centres, parks, adult education and volunteering opportunities to support people who have care needs to live healthy and fulfilling lives
Useful links and contacts

If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call 020 8356 3980.
If you want to contact Adult Social Care to get help or find out more about the services available, call 020 8356 6262 or visit www.hackneyicare.org.uk