Hackney Local Account
of Adult Social Care Services 2015-16
Throughout my journey of recovery my Care Manager have been a source of strength to me... she still takes an interest in my ongoing recovery. From someone who lived to use and used to live, I am now a productive member of society. Without the team, I wouldn’t be where I am today
In 2015-16 we received 5,720 requests for support

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I am pleased to introduce Hackney’s Local Account for 2015-16 which gives an update 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 2016-17 and beyond.

Our focus in recent years has been on promoting independence and enabling people to remain living in the community with appropriate support if possible. Much has been achieved, but we are facing enormous challenges in the coming years.

As a result of cuts in central government funding, the resources available to us to provide or commission services to our vulnerable residents have reduced. These financial challenges will continue in the years to come, so there will be some difficult choices to make if we are to ensure that we make best use of the funding available to us to provide a good range of local care and support services.

These pressures, make it more important to continue to work with our partners across Hackney Council, in health services and the voluntary and community sector. As chair of the Health and Wellbeing Board I can see these relationships strengthening.

I hope that you find this local account useful and interesting. We are keen to hear the views of people who use our services, carers and local community groups on our current service provision as well as our plans for the future, and I would encourage people with comments or feedback to get in touch.

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 achieved between April 2015 and March 2016.

Whilst we still face significant financial pressures due to Central Government funding reductions, we remain committed to make 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 and we are making plans for further improvements in the year ahead.

Over the next year we will continue to work closely with our partners across the Health, Social Care and Voluntary Sectors to make sure that we continue to deliver more joined up, effective services wherever we can. We are very keen to receive feedback about how we are doing and we are grateful for all those people who have contributed and shared their thoughts and ideas for improvement about the services they have received.

Kim Wright
Corporate Director, Health & Community Services
Healthwatch Hackney welcomes this Local Account. The style of presentation is particularly welcome as it seeks to make clear to Hackney people the work in the borough. Our work with the Council has developed in a number of areas. We look forward to deepening and extending this in the coming year. We have supported the development of the Hackney Autism Board including the inclusion of people with Autism. We encourage the Council to maintain this progress.

We are involved in Council user engagement work. It is important service users and carers are seen as equal partners as this goes forward. Given the challenging funding environment for the borough, it is important that the Council involves Hackney people early on in any service change or re-design.

We have, along with service users, supported the Reablement and Integration Commissioning Services Board. We are pleased that the Council is seeking the re-establishment an intermediate bed service (as part of the Integrated Independence Team based at Homerton Hospital). This was a much valued service and we urge the Council to take this forward as soon as possible.

Delayed Transfers of Care are a clear challenge. We have supported a Council review of this issue. Ensuring patients are appropriately supported out of hospital is a vital area to get right. We are pleased the Council and its partners in health are strongly focused on this area of work.

The Council has a statutory responsibility to care for the most vulnerable in the community. It provides many excellent services for the most vulnerable such as people with learning disabilities, sex workers, people with mental health problems and people with dementia. In these challenging funding times we will work with these groups to ensure the Council has real insight into these people’s lives so it can continue to effectively support them.

We are increasingly identifying that people with mental health problems find their problems are exacerbated by the housing problems they face. It is important care services continue to work closely with local housing services to tackle this matter.

Finally we welcome the planned work with Hackney carers. These people are very much the unsung heroes of care in the Borough. They are the ones who take the pressure when no service is there; particularly those with responsibility for people with learning disabilities. Issues such as well planned transition and respite via such services as day care, such as the Oswald Street development are key for residents of Hackney and we must work together to get these right. We will support the Council to ensure these services work for Hackney people.

Jon Williams
Director, Healthwatch Hackney
Get in touch with 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.

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

Tel: 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.

https://www.hackneyicare.org.uk/kb5/hackney/asc/home.page

How to find us

[Map showing bus routes and landmarks]
What the Local Account is and getting the views of people who use our services

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 describing what we did in 2015-16 to meet people’s needs and how we plan to build on this in 2016-17.

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 the Local Account, such as what should be included and to share ideas to make it clearer and more interesting to read.

Click on this link to see last year’s Local Account of Adult Social Care (2014-15)
www.hackney.gov.uk/local-account.htm

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

Tel: 020 8356 6262

Email: access@hackney.gov.uk

This Account can also be found on iCare
www.hackneyicare.org.uk/kb5/hackney/asc/home.page
Key Facts

What we are doing well

Reablement and rehabilitation - The number of older people receiving reablement or rehabilitation services after discharge from hospital went up by 50% from 183 between January and April 2015 to 274 during the same period in 2016. Our success rate for people being at home 91 days after discharge increased from 91.3% during 2014/15 to 92.7% during 2015/16, so this means people are remaining at home with greater independence for longer.

Contacts for support - There was a significant increase in the number of contacts made to the Council where the intention was to provide long term community based services (meals, homecare, mental health professional support etc.). The numbers of these type of contacts for working adults almost doubled from 203 in 2014/15 to 403 in 2015/16 with a 45% increase for those aged 65 and over (448 in 2014/15 to 649).

Key Achievements 2015/16

1. We have implemented the Care Act 2014 which is focused on providing preventative support and improving people’s wellbeing to help people remain independent and well within their communities, which in turn helps us to make better use of our resources

2. Our Occupational Therapy service has very low waiting numbers (this service assesses people in relation to their needs for aids and adaptations)

3. Our performance in relation to Deprivation of Liberty Safeguarding (treating and caring for people who need extra protection and may sometimes mean restricting their freedom) has been excellent with over 95% completed within the statutory time frame and no waiting lists

4. The successful introduction of the new statutory safeguarding structures, including the support given to partners and the Safeguarding Adults Board

5. Implementation of our Autism Plan

6. Procurement and implementation of new Telecare Services across Hackney

7. The Dementia Friendly Swimming initiative was launched

8. We developed new partnership agreements with our Health partners in the City and Hackney Clinical Commissioning Group (CCG), including the Better Care Fund and Integrated Independence Team

9. We completed strategic reviews of Supported Living Services for Learning Disability, Mental Health and Homelessness

Future Plans for 2016/17

We will

1. Begin the new homecare contract

2. Continue to work hard to ensure that engagement with Service Users, Carers and the wider community of Hackney is at the heart of the work that we do

3. Making sure information, advice and signposting is at the forefront of our work and including the modernisation of the Hackney iCare website

4. Undertake a Carers survey at the end of 2016 to inform the planning and shape of future services and support provided to Carers within the Borough

5. Review the housing related support offer for Hackney residents across all care groups, particularly those for older people

6. We will continue to work hard with our health partners to develop a local intermediate care service for Hackney residents
Overview of Hackney

The population is among the most deprived in England, which is often reflected in poor overall health. However, the area has experienced economic growth, with higher earners moving to the borough.

<table>
<thead>
<tr>
<th>Age</th>
<th>Population</th>
<th>Age</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 4</td>
<td>20,690</td>
<td>50 to 54</td>
<td>13,762</td>
</tr>
<tr>
<td>5 to 9</td>
<td>17,482</td>
<td>55 to 59</td>
<td>10,621</td>
</tr>
<tr>
<td>10 to 14</td>
<td>14,661</td>
<td>60 to 64</td>
<td>7,953</td>
</tr>
<tr>
<td>15 to 19</td>
<td>13,641</td>
<td>65 to 69</td>
<td>6,306</td>
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<tr>
<td>20 to 24</td>
<td>16,983</td>
<td>70 to 74</td>
<td>4,501</td>
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<td>25 to 29</td>
<td>34,840</td>
<td>75 to 79</td>
<td>3,648</td>
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<td>30 to 34</td>
<td>37,506</td>
<td>80 to 84</td>
<td>2,577</td>
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<td>35 to 39</td>
<td>26,542</td>
<td>85 to 89</td>
<td>1,445</td>
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<tr>
<td>40 to 44</td>
<td>18,785</td>
<td>90+</td>
<td>855</td>
</tr>
<tr>
<td>45 to 49</td>
<td>16,231</td>
<td>Total</td>
<td>269,009</td>
</tr>
</tbody>
</table>

Source: ONS Mid-Year Population Estimates, 2015, produced June 2016

To find out more about health and wellbeing trends in City and Hackney, please see the City and Hackney Health and Wellbeing Profile. [http://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: Carribean</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 2015-16 we received 5,720 requests for support

- **1,502** people received one-off support (e.g., OT equipment) compared to **953** in 2014/15
- **1,662** people were directed to other types of help and support including community activities compared to **1,255** in 2014/15
- **458** people received Short Term Reablement services to help them regain independence compared to **502** in 2014/15
- **981** people started to receive an ongoing service including support including community activities compared to **676** in 2014/15
  - **966 community based services** compared to **651** in 2014/15
  - **9** in residential care compared to **13** in 2014/15
  - **6** in nursing care compared to **12** in 2014/15
- **1,057** people did not go on to receive a service for a variety of reasons including:
  - They decline it
  - They pay for it themselves
  - Their needs change
  - They move away
  - They do not meet the eligibility criteria
  - Compared to **1,304** in 2014/15
- **399** people decided to take their Personal Budget as a Direct Payment which is an increase of **2.5%** from the previous year.
- **79.3%**
  - The proportion of service users receiving community based social care services through self-directed support increased from **69.4%** in 2014/15 to **79.3%** in 2015/16
- **150**
  - A total of **150** carers and **2,275** service users received services through a direct payment or personal budget
Adults in the London Borough of Hackney used our services last year which is higher than the average across the other London Boroughs.

Users of Adult Social Care are aged over 65:
- 3,491 adults

Users of Adult Social Care are aged between 18-64:
- 1,857 users
- 1,634 users

Approximately:
- 655 people were in permanent residential placements during 2015-2016.
- This represents 18.8% of the people using our services which is below last year’s national average of 31.2%.

There are:
- 2,498 carers known to services in Hackney.
- 1,138 carers assessed or reviewed during 2015-2016.
- 130 of the Carers receiving support were of working age.
- 150 carers received Direct payments.
- 93 benefitted from respite.
- 742 received information and advice.

People who received reablement services were able to return or remain at home:
- 127 people

People received enablement services. Of these 254 remained independent after 90 days (92.7%).
- 452 people
What we spent in 2015/16

Our 2015/16 gross spend was £113.976m.
The amount spent per service area is shown in the pie chart below:-

- **Learning Disabilities under 65 - long term only**: £23.732m (20.82%)
- **Memory and Cognition all ages - long term only**: £8.742m (7.67%)
- **Physical Support under 65 - long term only**: £4.462m (3.91%)
- **Sensory under 65 - long term only**: £0.307m (0.27%)
- **Mental Health under 65 - long term only**: £4.468m (3.92%)
- **Preventative services and reablement**: £5.498m (6.27%)
- **Supporting People Housing Services**: £13.028m (11.43%)
- **Substance Misuse Support**: £0.515m (0.45%)
- **Concessionary Fares**: £12.615m (11.07%)
- **Carers**: £0.166m (0.15%)
- **Equipment and Adaptations**: £1.595m (1.40%)
- **Asylum Seeker Support**: £0.608m (0.56%)
- **Information and Early Intervention (Voluntary Organisations)**: £1.286m (1.13%)
- **All services over 65 excluding Memory and Cognition - long term only**: £20.099m (17.63%)
- **Adult Social Care Staff Costs**: £16.855m (14.79%)
- **Local Account of Adult Social Care Services 2015-16**
Making the most of your money

Promoting Independence and managing demand
The London Borough of Hackney wants to ensure that as many residents as possible are supported to stay healthy and active in their communities for as long as possible.

The demand for Adult Social Care services is increasing and more people are coming forward requiring support. Adult Social Care would like people to come forward at an earlier point, so we can work with them to prevent, reduce or delay their need for long-term services and support them to remain as independent as possible, within their community for as long as possible. This approach, promoting independence, enables us make the most of the limited funding available.

Savings
One of the biggest areas of spend for the Council is on Adult Social Care. During the period between 2010/11 to 2015/16, Adult Social Care delivered over £22 million in savings, a contribution of around 20% of the total savings required to deliver the Council’s Budget Strategy. Like other parts of the Council, Adult Social Care will have to continue to find efficiencies in the coming years.

The table below illustrates the amount of savings that Adult Social Care has made between 2010/11 and 2015/16.

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>£1,763</td>
</tr>
<tr>
<td>2011/12</td>
<td>£3,174</td>
</tr>
<tr>
<td>2012/13</td>
<td>£1,812</td>
</tr>
<tr>
<td>2013/14</td>
<td>£4,700</td>
</tr>
<tr>
<td>2014/15</td>
<td>£3,144</td>
</tr>
<tr>
<td>2015/16</td>
<td>£7,495</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£22,088</strong></td>
</tr>
</tbody>
</table>

How many Hackney residents received a service?
3,491 people received 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 are provided before eligibility was assessed, such as preventative and Reablement services and equipment to help with daily living tasks and support people to remain living as independently as possible.
Satisfaction Rates

Since 2010 satisfaction with our services has increased by nearly 5%

In 2015-2016, the London Borough of Hackney received 96 complaints about Adult Social Care Services. All of the 96 complaints have been responded to and closed.

We also received 54 complaints specifically about homecare services. This is 4% of the 1,250 people who received homecare in 2015-16.

We want to use complaints to improve our services make things better

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.
Current estimates by the Greater London Authority suggest that the London Borough of Hackney will have around **20,200** older citizens in 2017. Most older people in Hackney live independent, healthy and fulfilling lives without needing help from the Council.

In 2015-2016, 1,857 people aged 65 or over in Hackney received long term support from our Adult Social Care services of which 439 people had a primary support reason of memory and cognition. Most of the people we helped had physical impairments although some had more complex needs such as depression or dementia. We aim to support and help older people to remain living in their own homes and communities for as long as possible.

During 2015-16:

- 92.7% of older people were able to remain living in their own home after supported discharge from hospital
- We helped older Hackney residents stay in their own home for longer with 76 older people being placed in care homes in 2015-16, a small decrease from 77 in 2014/15
- 29 carers of older people with dementia were provided with services such as temporary home care or respite to give them a break from their caring role

**Key Statistics in 2015-16:**

- In 2015-16, **1,418** people aged 65 or over in Hackney received support from our Adult Social Care services with an additional **439** who have dementia also receiving services.
- **29** carers of older people with dementia were provided with services such as temporary homecare or respite to give them a break from their caring role.

**Feedback/comments in 2015-16:**

- 244 non-specialist staff from Housing with Care schemes, community services and statutory services received training in Dementia Awareness and reported an overall improvement in their understanding and skills to better support people with dementia maintain their independence and improve their quality of life.
- The Dementia Alliance has mapped an integrated dementia care pathway so that people with dementia can get the right care at the right time in the right place.
- The successful implementation of a new Safeguarding structure and support to partners and the City and Hackney Safeguarding Board.
- Introduction of a new Housing with Care scheme at Limetree Court offering supported living with care including for those with dementia.
Older People including those with Dementia

Achievements in 2015-16:

- 92.7% of older people were able to remain living in their own home after supported discharge from hospital.
- We helped older Hackney residents stay in their own home for longer with 76 older people being placed in residential care homes in 2015-16, a slight decrease compared with 77 in 2014-15.

In 2016-17 we will:

- Set up a training programme for volunteers to support Carers.
- Ensure that people with dementia have access to a navigator who can support them to engage in a range of community resources and support access to services.
- Work with providers in the independent sector to develop innovative services and solutions that are cost efficient and effective.
Other useful contacts/links

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

http://www.outward.org.uk
Tel: 020 7249 9004
Email: hackneytpsreferrals@outward.org.uk

Please click [here](http://www.outward.org.uk) 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.

Tel: 020 8533 0091
Email: hackney@alzheimers.org.uk

Please click [here](https://www.alzheimers.org.uk) 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.

http://www.hackney.gov.uk/shine
Tel: 0800 281 768
Email: shine@hackney.gov.uk
Older People including those with Dementia

**We said...**
A new Integrated Independence Team will be in place from October 2015.

**We did...**
The London Borough of Hackney set this team up which became operational in October 2015 and brings a new Single Point of Access (SPA) for referrals, contact and information. The overarching aim of the service is to promote patients’ independence through therapeutic interventions whilst managing their health and wellbeing predominantly outside a hospital environment.

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**We said...**
We will listen to the views of service users and Carers.

**We did...**
We listened to Carers and heard what they had to say about how Carers’ needs were being addressed and how assessments, information and advice was being delivered. We took resident feedback into consideration in our plans to re-design the way in which the Carers Centre operate and interact with Carers to help identify more tailored interventions and create care plans to be outcome focused to improve the support offered and provided to Carers in Hackney.

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**We said...**
We will promote independence in the place where you live.

**We did...**
In 2015-16, the London Borough of Hackney promoted independence by working closely with our partners in health and the voluntary sector to maintain people with long-term conditions at home. The One Hackney service offered a multidisciplinary approach to supporting people in the community more closely, including those with Dementia, to prevent repeated hospital admissions and to safely maximise independence at home for longer.

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**We said...**
We will ensure that the views of older people are fully considered in shaping our plans for new day services.

**We did...**
We continued to consult with service users of our existing day services on the interiors planned for the new Oswald Street day service. There has been a delay in appointing a contractor to build the new service as the construction market response did not align to the Councils aim to appoint a contractor to deliver the vision we have for the service, within the available budget.
We did…
In 2015-16, we worked with our key partners to carry out a review of the need for intermediate care with recommendations for the right service design for Hackney. We continue to work hard with our health partners to develop a local intermediate care service for our residents.
We estimate that there are 4,613 adults with a learning disability, of which 451 receive support and care funded by the London Borough of Hackney.

The Council hosts a Learning Disability Service which is a joint service provided between the NHS City and Hackney Clinical Commissioning Group the 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
- Behavioural interventions

Key Statistics in 2015-16:

- In 2015/16 the number of people with Learning Disability that received direct payments increased from 83 in the previous year to 95.
- The number of people with a Learning Disability in employment increased from 2.4% to 3.6%.

Feedback/comments in 2015-16:

- “The advice, guidance and support received from the Integrated Learning Disability Service social worker to help us support the young person with challenging behaviour was critical to finding him a place to live. Without them, we don’t know what we would have done”.

Supported Living Provider
Achievements in 2015-16:

- We ran the ‘Looking after me’ group which focused on healthy outcomes for service users and ran group activities regarding health and physical wellbeing. The people that attended chose the outcomes they wanted to achieve and the group supported them to achieve these. The group was very well received.

- We set up a dementia clinic in which those with dementia and early on set dementia can be seen by our psychiatry team for assessment guidance and support.

In 2016-17 we will:

- Increase the proportion of adults with learning disabilities in paid employment to 4.5%.
- Increase the proportion of adults with learning disabilities who live in their own home or with their family to 69.5%.
Support for people with a Learning Disability

Other useful contacts/links

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
Tel: 0300 456 2370
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
Tel: 020 7812 9339
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.

Email: hackneytpsreferrals@outward.org.uk
Tel: 0207 249 9004
Please click here for details about TPS on iCare and to find directions.
Other useful contacts/links

**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:** pals@homerton.nhs.uk  

Please click [here](#) for details on PALS on iCare and to find directions.

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Support for people with a Learning Disability

Please see page 6 on how to contact Hackney Council
Support for people with a Learning Disability

**We said...**
We will continue promoting the Hospital Passport which is aimed at identifying the needs of people with a Learning Disability so that they have a better experience when in hospital. This could include who to involve in discussions around hospital stays and decisions or information about medication.

**We did...**
We have promoted the Hospital Passport, which can be obtained from the Patient Advice and Liaison Service (PALS) in the Homerton Hospital.

**We said...**
We will use the results from the consultation exercise with adults with learning disabilities to develop an action plan to address any problems and obstacles identified.

**We did...**
- In 2015/16 we focused on improving how we support and respond to people who have challenging needs and who require assistance from specialists through better behavioural support so that this group of people are more included and are able to lead more fulfilling lives.
- Following consultation we designed a better pathway to help young people with learning disabilities move from children’s services into adulthood.
- We have improved the responsiveness and management of the service by introducing a duty/triage system.

**We said...**
We will support adults with a Learning Disability by identifying services which will help them achieve their goals.

**We did...**
In 2015/16, support to adults with Learning Disabilities continued so that people had and continued to have more choice and control over the services they receive to support their health and wellbeing predominantly outside a hospital environment.
Hackney has approximately **2,498** identified Carers registered with the Carers Centre. The London Borough of Hackney and the Carers Centre assessed and reviewed **1,138** Carers in 2015-16.

‘Carers are the Bedrock’ is the name for the network of voluntary organisations that have been funded by the London Borough of Hackney to support unpaid Carers.

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.
- 18 different community and voluntary organisations who are be 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.

**Key Statistics in 2015-16:**

- The number of Carers with a Direct Payment fell to **150** during 2015/16. However, this is because we focused on making sure that Carers received a range of information and support to meet their needs, rather than just financial support.
- The number of Carers assessed or reviewed increased from **879** during 2014/15 to **1,138** during 2015/16.

**Feedback/comments in 2015-16:**

- “The Carers Centre has helped me to maintain my caring role through the services and support that they offer”.
- “My Carers direct payment has enabled me to have a well earned break from my caring role which means that I have more energy to continue caring”.


Achievements in 2015-16:

- We provided Carers in Hackney with information, advice and support through the Council and Carers organisations that supported them in their caring role.
- We assessed or reviewed 1,138 Carers, a 29.5% increase on the previous year. This is good because we have a better understanding of the needs of Carers and difficulties they face so that future services and support are planned with this in mind.

In 2016-17 we will:

- Improve Carers’ satisfaction rates in Hackney from 26.4% in 2014/15 to 28% and if possible exceed the national average of 33% in 2016-17.
- 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.
Other useful contacts/links

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

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

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

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

http://www.carersarethebedrock.com

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.

http://hackney.gov.uk/carers-assessment or see the Carers Co-ordination Service below.

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
We said…
We would continue to work with Carers to raise their awareness as to how
direct payments can improve their wellbeing and help maintain their caring
role in the future.

We did…
We have continued to work closely with our partner Carer organisations to
make sure that carers across the Borough receive an assessment and are made
aware of a Direct Payment as an option for meeting their support needs.

We said…
We would use feedback from Carers to improve services.

We did…
We plan to use the results from the Carers’ survey 2016 to help us plan and
design services for carers that give them the help and support they need to
continue caring.

We said…
We will continue to make sure that where Carers have eligible needs they
understand the range of on-going services and support that are available so
that they can make the right choices.

We did…
A panel of Council Officers is now in place to make sure that where a Carer
needs ongoing support, we work with them to put together a support plan that
makes sure they are able to get the right services and support.
Support for people affected by substance misuse including drugs and alcohol

Services funded by the London Borough of Hackney worked with 2,152 adults with substance misuse problems in 2015/16 including 1,541 people with drug issues and 611 people with alcohol problems.

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 emotional support as well as healthcare.

The Health Care support available includes prescribed substitutes to drugs such as methadone assistance with withdrawal from alcohol, health checks, blood borne virus testing and treatment, 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 healthcare 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 2015-16:

- Between 2014/15 and 2015/16 the total number of Hackney residents in treatment remained about the same.
- It is estimated that around 50% of the people in Hackney who are dependent on opiates and/or crack cocaine are in the treatment system, which is broadly in line with the national average and higher than many other London Boroughs.

Feedback/comments in 2015-16:

- “It has helped me remember my goals and given me strength”.
- “Makes me think about my drug use and helps me make plans and hopes for the future”.
- “It reminds me of my own skill set and makes me more aware of my habits”.
Support for people affected by substance misuse including drugs and alcohol

Achievements in 2015-16:

- Hackney has had real success with the number of people who complete drug treatment and the number of people who do not need to come back to the service and this has been a continued improvement.
- Over 90% of clients remained in treatment for more than 12 weeks and early unplanned exits from treatment are below the national average.

In 2016-17 we will:

- Improve the number of people who successfully complete treatment for alcohol misuse.
- Launch the Borough’s Multiple Needs Service; a small two year pilot which provides support to clients with multiple and complex needs and may include mental health, substance misuse or needs around housing.
Support for people affected by substance misuse including drugs and alcohol

Other useful contacts/links

**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.

[http://www.wdp.org.uk/find-us/london/hackney-0](http://www.wdp.org.uk/find-us/london/hackney-0)

Please click here for details about the Hackney Recovery Service on iCare and to find directions.

**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.

Tel: 020 8356 7377 (confidential advice & referral line Monday - Friday 9am - 5pm)
Email in confidence: yhsms@hackney.gov.uk
https://www.younghackney.org/

**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.

Freepost PO BOX 4000
Glasgow
G3 8XX

Tel: 0300 123 6600
Text 82111 to ask FRANK your question
Email: frank@talktofrank.com
Web: www.talktofrank.com

Please see page 6 on how to contact Hackney Council
Support for people affected by substance misuse including drugs and alcohol

**We said…**
By the end of 2015/16 the new Integrated Substance Misuse Service will be fully up and running, providing a range of effective treatment options, clinical services and recovery focused opportunities.

**We did…**
The new Hackney Recovery Service launched in October 2015 and provides a range of treatment, healthcare and re-integration support services.

**We said…**
We will redesign the Young People’s Substance Misuse Service, with a greater focus on prevention and a wider client base.

**We did…**
The Young People’s Substance Misuse service was redesigned in 2015/16 and now offers expanded support around prevention, education and outreach. As well as the healthcare and youth justice parts of the service, the team is developing an education strategy with its key partners and delivering a training package to staff working in important service areas.

**We said…**
We will continue to work with criminal justice and community safety partners to make sure that tackling the link between substance misuse and offending is a joined up part of the way Hackney manages crime and anti-social behaviour.

**We did…**
Criminal Justice services include arrest referral from police custody suites, working with prisoners due for release to Hackney, advocating in courts for Community Orders, and managing clients on Alcohol Treatment Requirements and Drug Rehabilitation Requirements in conjunction with London Probation.
Support for people with a Physical or Sensory Impairment

In Hackney in 2015-16, we provided care packages to 373 working aged disabled people. The population of visually impaired people in Hackney and the City is projected to increase from 3,700 people to 4,720 by 2020.

The London Borough of Hackney provides the following support to people in the community:

• Equipment and adaptations
• Short term respite
• Professional support such as counselling or therapy
• Supported housing
• Day care
• Homecare

The Sensory Team accepts referrals for people to be assessed on their hearing, visual or dual sensory impairment needs. The service also aims to give practical information and advice about the registration process and about help, support or services available locally and nationally.

Key Statistics in 2015-16:

• 50% of visual impairments and spend in this area is avoidable. Greater awareness of eye health, improved sight loss pathways, more timely detection of eye disease and changes to a persons’ lifestyles are some of the things that can help to reduce this.
• 352 disabled adults received their care and support in the community. 21 disabled adults were supported in residential care or nursing homes in 2015/16.

Feedback/comments in 2015-16:

• The success of the Adult Social Care contribution to the City and One Hackney Pilot has been recognised and has seen further development of joined up working aimed at achieving better outcomes for people who use services and for their carers.
Support for people with a Physical or Sensory Impairment

Achievements in 2015-16:

• The Hackney Sensory Team made sure that the service they provide meets the requirements of the Care Act 2014. ✓

• We worked with important partner organisations such as the Royal National Institute for the Blind and East London Vision to make sure that people who have sensory needs in Hackney are more easily able to find out about and get help from Hackney Sensory Services. ✓

• People are now assessed within 14 days of their referral so that they can get the services they need as soon as possible. ✓

• We worked with professionals across Hospitals, health agencies, the Council, the voluntary sector, and with people who use services to make sure that there is wide involvement in Hackney’s Local Vision Strategy in the Health and Wellbeing Framework and in the local planning, delivery and evaluation of eye health and sight loss support services. ✓

In 2016-17 we will:

• Ensure that people who are referred to the Hackney Sensory Team are registered appropriately.

• Continue to make sure that people are offered an assessment of need within the time frame set out in the Care Act 2014.

• Look at how we work with local opticians to develop low vision services.

• Proactively engage with community groups and leadership in order that their voices are heard in the development and improvement of the services that we deliver.
Support for people with a Physical or Sensory Impairment

Other useful contacts/links

**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
Tel: 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
Tel: 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

Tel: 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.
We said…
We will assist service users to identify and attend Community Day Opportunities and to engage in these.

We did…
The service continued to assist service users and 10 services users from the Physical Disability and Sensory Impairment Service moved on to Community Day Opportunities.

Furthermore, all service users are routinely encouraged to identify community activities of their choice which are funded through the Direct Payments Scheme.

We said…
We would continue to engage with service users about plans for the Oswald Street development.

We did…
Engagement with service users took place in November 2015 to ensure their contribution to the internal design of the centre, colour schemes for walls as well as the fittings.

We said…
We would review service users living in Housing with Care who stopped attending day centres earlier in the year.

We did…
All service users who ceased their attendance at day centres have been reviewed to ensure they have been able to access community based activities of their choice. Since then some service users have had a change in circumstances and subsequently a small number of people have returned to attending in-house day services.
Around **762** people living with mental illness in Hackney received services in 2015-2016.

The **City and Hackney Adult Mental Health Referrals and Assessment Service (CHAMHRA)** now offers a single point of entry which screens urgent and non-urgent referrals of adults aged 18-65 to Mental Health services. This single point of entry simplifies the referral process, which is something people who use services have asked for. It also allows much quicker feedback on all referrals taken from GPs as well as other sources. The focus is on making sure that all cases are routinely seen within 28 days of referral. In cases that are classified as an emergency we aim to see people between 4 and 72 hours.

Inpatient Services are provided from the City and Hackney Centre for Mental Health. The majority of care however, is provided by a range of community teams who carry out assessments and work with people to achieve their goals.

Our community mental health teams have been re-structured and re-defined with a new focus on recovery skills and workers expertise. There is specialist early intervention care for those who are becoming ill for the first time and require early intervention support, as well as an Assertive Outreach Service team who specialise in helping people whose needs are highly complex and who have a history of problems working with mental health.

There are also specialist services available for those who are suffering from severe mental illness and have become involved with the criminal justice system.

We also have plans for the future that will look at bringing into all services the role of employment work and reablement.

**Key Statistics in 2015-16:**
- There were **948** admissions to City and Hackney wards (not including people who were admitted before the start of the financial year but were still on a ward during the year).
- **8,655** people had an open referral to City and Hackney services at any point in the year.
- **3,185** referrals were made to CHAMHRA in the year.
- **905** people who had open referrals to City and Hackney services during the year were on a care programme approach.

**Feedback/comments in 2015-16:**
Following its inspection of Mental Health services the Care Quality Commission gave the Mental Health Trust an award of Outstanding. This is the first time that this award has been made to any Mental Health Trust in the country which is great news for Hackney.
Achievements in 2015-16:

There has been real progress in how we use the Mental Health Services’ budget and through the Towards Independence Programme, which works to help people with Mental Health problems maintain independence.

There has been a significant change in the way we deliver crisis services including:

- The introduction of a 24 hour crisis support line.
- Opening of a crisis café to support service users out of office hours.
- Creation of a Service User Network where patients can work with mental health professionals and other service users to create their own unique crisis care plan.

In 2016-17 we will:

- Develop better ways of working to support children with mental health needs who are becoming an adult to move smoothly to Adult Mental Health Services.
- Continue to work more closely with Children’s and Adult Services.
- Make sure that our response to people in crisis is joined up through working closely with other agencies such as the Police and Housing and to make sure that those who have or care for someone in a mental health crisis can easily get the support and advice they need, at the time they need it.
Other useful contacts/links

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/
Tel: 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/
Tel: 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

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

**We said…**
We will improve our employment and training support services.

**We did…**
We have been reviewing our approach to providing employment and training, so that they are joined up with other expert agencies and support people with mental health needs so they are better able to re-enter the employment market with the support and expertise they require.

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**We said…**
We will continue to offer support via the Integrated Mental Health Network.

**We did…**
We are continuing to develop these services in response to feedback from people who use our services.

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**We said…**
We will continue to find ways to overcome barriers preventing people with Mental Health needs using self-directed support.

**We did…**
We undertook a review of the whole Self Directed Support process. This review had a particular focus on people with Mental Health needs. The outcome of the review will be to make choosing Self-Directed Support easier and will be developed in 2016-17.
We support around **40** young people per year to transition from Children’s Services to Adult Services.

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.

- In 2015/16, Hackney ran the Tower Project which was aimed at disadvantaged young people, providing them with an opportunity to experience the world of work within different sectors including retail, leisure and other areas.

**Feedback/comments in 2015-16:**

“**The staff in the Integrated Learning Disability Service have been both professional and courteous in supporting my brother to attend college, find and establish his own place to live. He is loving the chance to live on his own with support to make sure he is safe. He has never been happier.**”

*Service user’s sister*

**Achievements in 2015-16:**

- Set up a transitions work stream with Adult Services to provide a structured approach in supporting young people and their families through transition. ✓
- We continued to work closely with colleagues in Children’s Social Care and our wider partners to make sure that we work in a more joined up way to improve outcomes for young people. ✓
In 2016-17 we will:

- Build on our work to improve our support and planning for young people moving to adult services, by working closely with our partners.
- Understand the requirements of young people from age 14 and above who may require support into adulthood.
Other useful contacts/links


Hackney Disabled Children’s Service – www.hackney.gov.uk/disabled-childrens-service

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.
http://www.hackneylocaloffer.co.uk

Hackney Learning Trust –
1 Reading Lane
London
E8 1GQ
https://www.learningtrust.co.uk/SEND/Pages/SendReforms.aspx
Tel: 020 8820 7000
Email: ACLinfo@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.
http://www.homerton.nhs.uk/our-services/services-a-z/c/childrens-services-in-the-community/hackney-ark/
Tel: 020 7014 7000
Preparation for Adulthood in Hackney

We said…
We will hold meetings within schools to allow young people transitioning into adulthood a chance to contribute to discussions.

We did…
We held a number of sessions which were attended by young people with disabilities giving them an opportunity to express their thoughts on their care into adulthood. We will be using this feedback to help us to continue to develop the way we work with young people moving from Children’s Services into adulthood.

We said…
We would meet quarterly with Children and Adult Social Care services to enable us to discuss and plan a young person’s transition to adulthood as early as possible to ensure continuity of care and continue to develop the service. We also said we would hold a preparation for adulthood group which attends monthly panels which is attended by Young Hackney, the National Health Service representatives.

We did…
In 2015-16 we have continued with these meetings and they are attended by parents, young people and representatives from Housing and Department for Work and Pensions and Children’s and Adults Services.

We said…
We will work with adult service providers to enable support and intervention to be delivered during the transition from Children’s services to adulthood.

We did…
We have explored how we can work with our providers supporting adults to look at how they can meet the requirements for supporting children and young people who are moving towards adulthood. Given the complexity around this, our work will continue during 2016-17.
Protecting Adults who may be at risk

In 2015-16, the London Borough of Hackney received 661 safeguarding referrals.

The City and Hackney Safeguarding Adults Board (CHSAB) is a multi-agency partnership of organisations working in the City of London and in Hackney. It has statutory duties which are set out in the Care Act 2014.

The Board has developed a new draft five year strategy that will run until 2020 and the aim of the strategy is to help organisations to work together to prevent abuse and protect adults in our communities who are not able to protect themselves from abuse and neglect because of their care and support needs. The CHSAB vision is:

“People should be able to live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens.”

The London Borough of Hackney:

• Acts to prevent harm happening in the first place
• Investigates safeguarding concerns
• Works with people to identify and achieve the outcomes they want
• Takes the right action as early as possible to reduce risk and increase safety

• In 2015-16, 661 Alerts were received which is slightly less than in 2014-15 (672). This is an average of 55 alerts per month.

Achievements in 2015-16:

• In November 2015, Hackney set up the High Risk panel which hears cases that have been assessed as very high risk. It has been set up to deal with a range of risk issues including self-neglect and includes a range of agencies such as the Police, Housing with Care, London Fire Brigade, etc. ✓

• The two Senior Social Workers in the Safeguarding Adults’ Team (SAT) have worked closely with partners to share learning. For example, they have presented at various forums such as the Association of Palliative Care Social Workers, the Trainee Learning Disability Psychiatrists for London, and St Joseph’s Hospice. ✓
In 2016-17 we will:

- Make sure that people who have referred safeguarding concerns to us receive feedback on their referrals.
- Involve a group of people who use services in the development of our processes – for example, Hackney’s User and Carer Reference Group will be asked for their involvement and help when the process and forms are reviewed.
- Ensure that learning from any Safeguarding Adults Review is disseminated effectively to staff and informs future good practice at both an individual practitioner and systemic levels.
Protecting Adults who may be at risk

Other useful contacts/links

**Safeguarding Adults Team (Hackney)**
Tel: **020 8356 6262** (New Referrals – Hackney Social Services)
Tel: **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.


Email: chscb@hackney.gov.uk
We said…
We will continue to support the Safeguarding Adults Board and its new independent Chair to develop the Board’s action plan and its relationships with all partners. This includes the establishment of its five sub-groups.

We did…
In 2015-16, we continued to support the Board through our attendance at the Board, the Executive Group and five subgroups, as well as through the development of policies such as the Self-Neglect (including chronic hoarding) protocol.

We said…
We will review and quality assure the progress we have made towards Making Safeguarding Personal and review our quality standards.

We did…
In 2015-16 we carried out regular audits of safeguarding cases to help build our knowledge of what is working well and what needs further improvement.

We said…
We will continue to work closely with the City and Hackney Clinical Commissioning Group and the Safeguarding Adults Board to provide training so that we maintain standards and are able to respond to emerging needs.

We did…
In 2015-16 training was provided in safeguarding awareness, for Safeguarding Adults Managers, and in the additional categories of abuse identified under the Care Act 2014 such as self-neglect, modern slavery and domestic abuse.
Hackney is a place that is growing and developing. The population has grown by over 20% since the last census (in 2011), with 40% growth in some areas of the Borough. Hackney is now the third most densely populated local area in London. The Borough is home to a relatively young population and almost half are under the age of 30.

A healthy community is one where all residents enjoy high standards of both mental and physical wellbeing. Good health means not just the absence of disease, but also being physically active, healthy and happy.

Public Health has the responsibility for protecting and promoting the health of the general population. The responsibility for health promotion and improvement moved back to the Council’s control in April 2013, after being part of the National Health Service (NHS) for almost 40 years. Health protection remains a national role.

Public Health in Hackney works to improve the health awareness of the population, through healthy eating and exercise, tobacco control, promoting mental health awareness, and reducing substance misuse. Councils now have responsibility for improving sexual health, delivering school health, providing Health Checks for eligible residents and running the National Child Measurement Programme. Since October 2015, Public Health has also been responsible for health services for 0-5 year olds and their parents, such as Health Visiting.

- The Public Health Team has led cross-London and wider regional work to improve the way in which HIV and other sexual health services are provided by local government.
- Responsibility for services to 0-5 years old, including Health Visiting was successfully and safely transferred into the Council from NHS England.
- Stop Smoking Services had their most successful year in Hackney with 1,800 people quitting.
- A new healthy lifestyles service was introduced for adults at risk of obesity including exercise, weight management and behavioural support.
- A comprehensive new chapter on mental health and substance misuse was produced for Hackney’s Joint Strategic Needs Assessment.

Feedback/comments in 2015-16:

- “Could not have achieved this without the support of this service. Amazing support for a constant smoker They have been brilliant.”
  
  **Stop Smoking Service**

- “My start weight was enormous but having lost a whopping 11kg of weight I can move better, breath better when walking and sleep better. I also feel like my inner health has really changed and my confidence around people has changed since I lost the weight.”
  
  **Exercise on Referral**
Achievements in 2015-16:

- A Multiple Needs Service launched for 25 of the residents with the most complex needs in Hackney who have needs across mental health, homelessness, substance misuse and criminal justice.

- Successfully transferred responsibility for services to 0-5 years old, including Health Visiting, from the NHS to the Council.

In 2016-17 we will:

- Recommission sexual health services including across-London online testing for HIV; sub-regional procurement for GUM Clinics and local provision of community support and advice.

- Launch a new dental and oral health promotion service providing fluoride varnish and advice in schools as well as dental health promotion for older people.
Other useful contacts/links

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
Tel: 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.

http://hackney.gov.uk/health-and-wellbeing-board

Annual Report of the Director of Public Health

We said…
We will expand our Healthy Catering Commitment so that more fast food outlets reduce fat, salt and sugar in their offering.

We did…
We have continued to provide the Healthy Catering Commitment and it has grown beyond the initial areas surrounding 7 primary schools to the entire Borough of Hackney. We are now building on the catering offer with a view to introducing a complementary scheme for retail outlets.

We said…
We will continue with our programme of work around training and support for professionals, communication, publicity and initiatives aimed at children aged 0-5 and their families to reduce child obesity.

We did…
- 40 active play streets are now taking place in Hackney with 2,000 children taking part in Play Streets and 1,000 adults; with 341 volunteer stewards.
- An Early Years dietician and Early Years Consultant worked with a range of partners including children’s centres and childminders to implement the Eat Better Start Better Voluntary Food and Drink guidelines, reaching approximately 2200 Hackney children.

We said…
We will re-design and put in place services for overweight and physically inactive adults with risk factors for long-term health conditions to improve quality and availability of physical activity on referral, weight management and psychological support.

We did…
A new Healthy Lifestyles service for adults will launch formally in October 2016. The new provider has expertise in exercise, nutrition and behaviour change. An immediate priority for this service is to make sure that referrals to the new service are of a good quality. We expect a minimum of 3,100 residents to benefit from this service in the first year.
Complaints and Compliments

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 complain to the London Borough of Hackney in the following ways:

Online at www.hackney.gov.uk/complaints

In writing:
Business Analysis and Complaints Team, Second Floor, The Hackney Service Centre,
1 Hillman Street E8 1DY
Telephone: 020 8356 3770

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.

Making it Real is an opportunity for Adult Social Care service users and their carers;

- 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

To find out more, please contact makingitreal@hackney.gov.uk

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.
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.

**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.

**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.
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 ongoing 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.

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.

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.

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.

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

Safeguarding Adults Board
The safeguarding adults partnership board is a multi-agency partnership which has statutory functions under the Care Act 2014 to protect vulnerable adults from abuse, neglect and significant harm.

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.

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.