

# Hackney Local Account of Adult Social Care Services 2017/18



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## Welcome to our Local Account



I welcome this opportunity to introduce the first Local Account for Adult Social Care 2017/18 since I became the Cabinet Member for Health and Social Care.

The Local Account gives an update on the progress that

we made in 2017/18 in adult social care and what we plan to do in 2018/19 and beyond.

In recent years as a result of central government cuts, the resources available to us to provide or commission services to our vulnerable residents have reduced. As demand for adult social care services continue to increase, we still wait on the national publication of the Government's Green Paper on the future of adult social care funding. These are challenging times for all local authorities.

With these challenges we want to ensure that we make best use of the funding available to us to provide a good range of local care and support services.

Our work with our local partners from health and the voluntary and community sector will ensure that we maximise our resources to deliver more joined up services through Integrated Commissioning. We will aim to deliver innovative solutions with a much needed focus on prevention, early support and reducing health inequalities across the borough.

We will continue to promote our belief that residents should be enabled to live independently within their homes and local communities for as long as possible and look to assist with appropriate support to enable them to achieve that aim.

I want to ensure that we continue to work closely with residents to develop and improve services that provide the support they need. In the co-production section of this document you can find out about opportunities for how you can get involved in shaping services in 2018/19 through initiatives such as our Making it Real Board.

On behalf of the Council I would like to thank those people who have given their time and efforts in shaping our services for fellow residents including the design and content of this Local Account.

We hope that you find this an interesting and useful insight into how we are delivering vital services to help people to live the lives they want to live.

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.

A handwritten signature in black ink, appearing to read 'Feryal Demirci'.

Councillor Feryal Demirci  
**Deputy Mayor and Cabinet  
Member for Health, Social  
Care, Transport and Parks**



2017/18 was both an exciting and challenging year for Adult Social care and this Local Account gives an overview of how we have worked to continue to support Hackney residents to meet their care and support needs.

We have included information about our services and some of the things that we achieved between April 2017 and March 2018 and for transparency we have also acknowledged areas where we need to change and improve.

In the last year, we have welcomed our new Principal Social Worker for Adults Social Care, Marion Willicome-Lang to the council to support social workers and help them develop their approach to social work.

We have also looked at how we can work more closely with local partners to ensure the best use of limited resources, particularly through our move towards Integrated Commissioning with our colleagues in health and the voluntary and community sector.

We are committed to giving our residents and service users a real voice in the design and delivery of our services and have seen much progress through our co-production work and would encourage more people to get involved, you really do make a difference.

I would like to thank those people who have given their time and efforts in the shaping our service, whether that be taking part in service redesign, sitting on our recruitment panels, co-designing iCare our online directory, or helping to create this document.

We have made bold decisions to redesign our services, transform our workforce and continue to support our residents to live independently within their homes and communities.

Thank you for your interest in reading this year's Local Account, we appreciate your feedback about this document, and value your opinions on our performance.

A handwritten signature in black ink that reads "Anne Canning".

Anne Canning  
**Group Director, Children, Adults and  
Community Health Directorate**



The annual local account of Adult Social Care services is an important document. We urge all residents to read it. It provides transparency and insight into Hackney's Adult Social Care services and how they support residents.

Everywhere, Adult Social Care funding is under severe strain. Now, more than ever, we need to understand how social care funds are spent and the impact those funds makes on the lives of Hackney's most vulnerable residents.

Healthwatch Hackney is pleased to see progress in a number of areas, not least the focus on recruiting permanent social workers. Social workers make sure vulnerable people get the right support at the right time. Securely employed staff means greater continuity and stability for their clients. Continuity is especially important when increasing numbers of people with care needs are living in temporary or unstable accommodation.

We are pleased to see significant improvements in 'delayed discharge', which means fewer people stuck in hospital waiting for care to be arranged. And we are delighted the council has successfully tackled long running problems in its occupational therapy services and can now boast one of the lowest waiting times in London for OT assessments.

It is reassuring to see ongoing work to make Hackney a 'dementia friendly' borough. We look forward to finding out how the views of people with dementia and their carers help to make this happen. We also welcome the council's concrete commitment to improving very low employment rates among people with learning disabilities in Hackney. We hope this focused approach will yield results for people with learning disabilities over the coming year

A sharp reduction in the number of unpaid carers receiving a direct payment to help

them in their caring role is, however, cause for concern. Unpaid carers are the bedrock of support for vulnerable people. It is vital the council finds ways to support local carers to prevent them developing ill health from the excessive burdens of caring. Healthwatch Hackney would also like carers to have better access to high quality information and advocacy to help them navigate services for themselves and their loved ones.

We are also concerned about the rise in complaints about homecare services as most vulnerable residents in Hackney receive their care at home. We look forward to next year's local account detailing how the council has learned from these complaints and brought about permanent improvements to homecare services.

We applaud the council's continued commitment to co-production where residents, carers and health professionals work together to develop services. Early involvement of local people, sharing robust and accessible evidence from the outset, and giving local people enough time to contribute, are key ingredients for making co-production work. The Learning Disability partnership board and Autism Alliance board are great examples of co-production and are breaking new ground.

We know Adult Social Care is committed to involving residents but we are also acutely aware of the considerable challenges all care services face in these times of austerity. Austerity makes involving residents even more vital. Healthwatch Hackney therefore urges the council to continuously to involve people across all its services but especially where service change is on the horizon.

A handwritten signature in black ink that reads "Jon Williams". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Jon Williams** Director, Healthwatch Hackney  

 The logo for Healthwatch Hackney, featuring the word "healthwatch" in a bold, lowercase, sans-serif font with a green dot over the 'a' in "watch", and "Hackney" in a smaller, uppercase, sans-serif font below it.

## How to contact us

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



### Write to us:

Information and Assessment

Hackney Service Centre

1 Hillman Street, E8 1DY

Call: **020 8356 6262**

Email: [access@hackney.gov.uk](mailto:access@hackney.gov.uk)

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

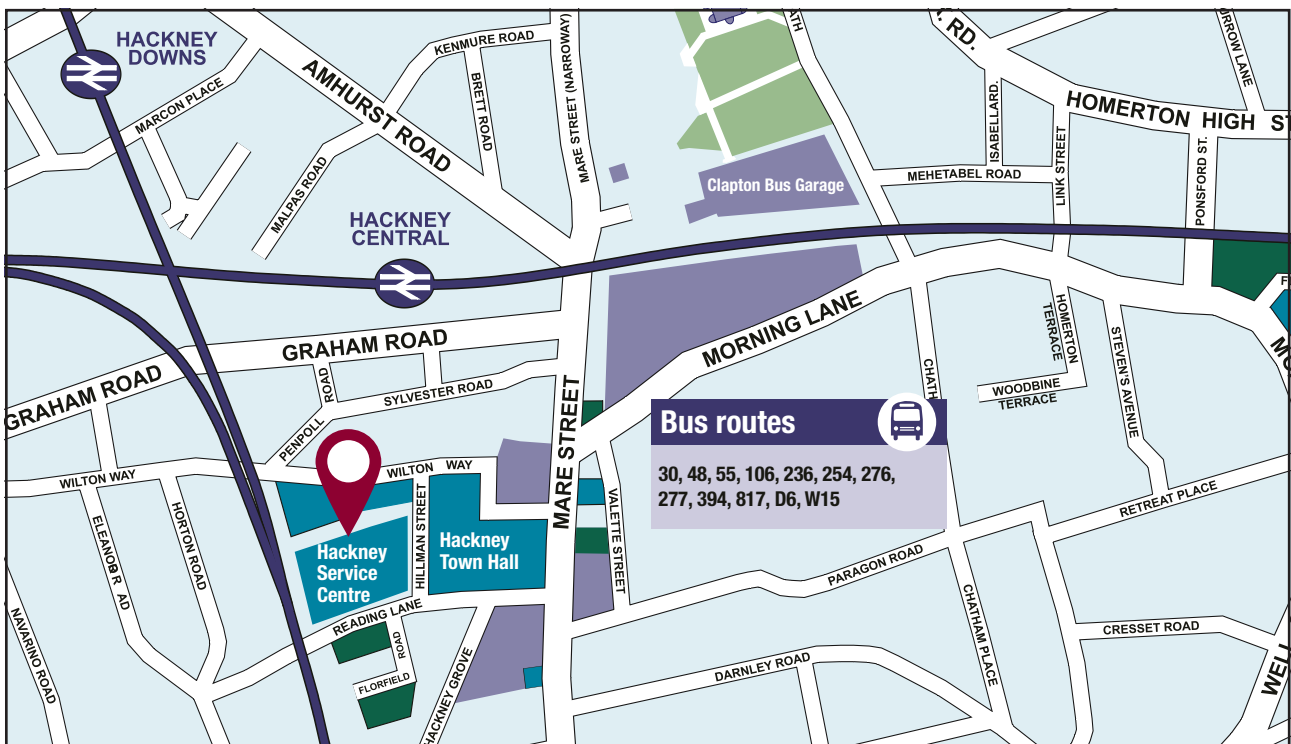
## Hackney iCare

An online 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 organisations.



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

## How to find us





## You said...we did

A group of individuals who use our services volunteered to review the Hackney Local Account of Adult Social Care 2017/18 to make comments and suggestions.

<b>You said...</b>	<b>We did...</b>
That you liked the design of the Local Account compared to previous years and would like us to continue to use this style and format for future Local Accounts.	We have retained the style and themes of the 16/17 Local Account for 17/18 edition and will continue to work with people who use our services to design future editions.
Although better than in previous years, the language needs to be more accessible and less technical.	We continue to strike a balance between the information that various audiences want to see in the Local Account and making the document as accessible to as many people as possible.
The account needs to show where things are not working not just trying to make everything look good.	We have included both our successes and areas where we need to improve but above all we have been transparent and honest.
You need to be open about the complaints you receive and how long they take to be resolved and the lessons learned.	We have expanded the amount of information around complaints, resolution and lessons learned.
Could we have more information about the organisations listed within the Local Account, in particular whether they are Disability Friendly and have Wheelchair Access?	Where possible we have added this information.
Show examples of co-production in different service areas across Adult Services.	We have asked all service areas to highlight areas of Co-production, we have asked members of the Making it Real Board to create the Co-production section of this year's Local Account.
Can we have more information about your staffing?	We have added a section around our staff and our plans for the future of our workforce.
It would be helpful to re-categorise sections in contents or have overview and include sub categories.	We have improved the contents section to be a more comprehensive overview of the document.

## Complaints and Compliments

### What you told us about our services

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

#### We do this in a variety of ways including:

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



### How to give a compliment or make a complaint

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

Online at [www.hackney.gov.uk/complaints](http://www.hackney.gov.uk/complaints)

By email: [adult.complaints@hackney.gov.uk](mailto:adult.complaints@hackney.gov.uk)



In writing:  
**Adult Social Care Complaints**  
 Hackney Service Centre,  
 1 Hillman Street E8 1DY  
 Telephone: **020 8356 1702**

You can make a compliment or complaint about homecare services by calling our dedicated free phone Homecare Information line on:

**0800 073 1317**

### How to Get Involved – ‘Making it Real’

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

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



For more information:

Email: [makingitreal@hackney.gov.uk](mailto:makingitreal@hackney.gov.uk)

Call: **0208 356 6669**



## What is the Adult Social Care Local Account?

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

Our account aims to be balanced and open, providing useful information to describe what we have done in 2017/18 to meet people's needs and how we plan to build on this in 2018/19.

### 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 asking them what should be included and to gain their ideas to make it clearer and a more interesting read. It is key that people who use our services and residents of Hackney have the opportunity to shape this document and we would like to thank everyone who has been involved in shaping this year's Local Account.



Click on this link to see last year's Local Account of Adult Social Care (2016/17)

[www.hackney.gov.uk/local-account](http://www.hackney.gov.uk/local-account)

## How to obtain a copy of this Local Account

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



### Write to:

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

Call: **020 8356 6262**

Email: [access@hackney.gov.uk](mailto:access@hackney.gov.uk)

## Key Facts

### What we are doing well

The “success rate” of our services to help our service users to live more independently increased from 70 % during 2016/17 to 78 % during 2017/18.

91 % of older people who received reablement/ rehabilitation support after discharge from hospital were able to remain at home, which is better than the London average of 87 %. The proportion of older people discharged from hospital that accessed reablement/ rehabilitation services was twice as high as the London average.

During 2017/18 responses to a survey that we sent to service users in receipt of adult social care services, found Hackney residents responded more positively than the London average in the following areas;

- Having a good quality of life
- Satisfied with their services
- Having adequate social contact
- Feeling safe and that their services made them feel safe

77 % of adults with a learning disability live independently in their own home or with their family which is higher than the London average of 74 %.

### How Hackney Adult Social Care support can change lives:

- Adult social care services support many Hackney residents every week who face real difficulties and need support in their daily life. 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.

- The London Borough of Hackney Adult Social Care services aim 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.

### Principal Social Worker

Our Principal Social Worker (Marion Willicome-Lang) came into post in June 2017.

A key priority has been to focus on the recruitment and retention of permanent staff within Adult Services as in 2017/18 there are higher numbers of interim agency staff covering social work posts than we would like. It has been recognised that this has an impact on services both in terms of the financial costs of agency staff and the quality and consistency of the front line service due to staff turnover.

A Workforce Development Board was developed at a strategic level with key stakeholders to manage a radical change in approach, both to supporting our staff and to the recruitment and retention of our workforce.

The key elements of this have been to:

- Improve the Hackney offer to Adult Social Workers around career development and job roles
- Development of four new Consultant Social Worker posts
- Development of a Social Work Academy approach in Adult Services which looks at career development and progression within the workforce

- Development of Social Worker groups and individual reflective supervision
- Supporting 11 of our Review and Information officers to complete their level 3 Health and Social Care apprenticeship via the apprenticeship levy. This was carried out by enabling them to attend The College of Haringey, Enfield and North East London (CONEL) fortnightly
- Started to plan further opportunities for apprenticeships and to give staff in other areas of Adult Services the opportunity to develop their careers
- Supporting Social Work staff with the introduction of complex case clinics and high risk panels
- Development of our approach to inductions for new social work staff
- To undertake a transformative programme of change with the whole workforce to move to a strengths-based approach to practice which focuses on how Adult Social Care services can work with service users and their families to develop care and support that puts them at the centre. Strengths-based practice is a collaborative process between the person supported by services and those supporting them

## Key Achievements 2017-18

**Co-production** – We have created a Co-production Charter, which has been endorsed by health and social care colleagues.

**Older People** – Hackney is recognised as a Dementia-Friendly borough and the Council is committed to continue developing this.

**Learning Disability** – We have conducted a full review of the Integrated Learning Disability Service (ILDS) in consultation with service users and carers and designed a new way of supporting residents to better meet people's needs.

**Carers** – Carers Rights Day took place on 22 November 2017 in Hackney which included an event organised by the City and Hackney Carers Centre with a focus on raising awareness of carers' rights, and signposting to key sources of support and advice.

**Substance Misuse** – The number of service users who completed their treatment without relapse (within 6 months) has significantly improved and is now above the national average.

**Physical Impairment** – Hackney now has one of the lowest waiting times, across any of the London boroughs, for an Occupational Therapy assessment.

## Plans for 2018/19

- A recruitment campaign for social work posts across Adult Services
- To undertake a review of social work in the Mental Health Teams
- To ensure that Experts by Experience participate in the recruitment panels for all operational Adult Social Care roles
- To begin a similar approach to the development of other groups of staff within Adult Services, such as care workers and occupational therapists, as we have begun with social workers.
- Developing our current workforce and their career routes via the new social work degree apprenticeship
- Plans to develop apprenticeships routes into Adult Social Care services for Hackney residents

**Mental Health** – We have increased the amount of Mental Health Assessments needed by over 15 % to 1211 assessments.

**Preparing for Adulthood** – We have developed links with HIP, an organisation which supports parents of children and young people with Special Educational Needs and Disability (SEND).

**Adults at Risk** – We have improved the percentage of residents who achieve their desired outcomes when they experience a safeguarding incident.

**Public Health** – Worked closely with counterparts in other boroughs across London to transform sexual health services.

## Areas for improvement

The Council and its partners will continue to undertake significant work to improve performance. An area of focus for the Council is our continued work around Delayed Transfers of Care (DToC).

### What are Delayed Transfers of Care?

A ‘delayed transfer of care’ occurs when a patient is ready to leave a hospital or similar care provider, but is still occupying a bed. To be discharged from hospital the patient must have an assessment. This assessment looks at the patient’s onward care needs such as what additional support and care they will need after leaving hospital. This could include care workers providing support for daily activities, and installing handrails within the patient’s homes to improve their safety and mobility.

During the assessment, there must be agreement from a multi-disciplinary group of clinicians, social workers and other care workers. Other factors can also contribute to a ‘delayed transfer of care’ such as disagreements between families/patients and providers concerning where the patient

should be transferred, waiting for equipment to be installed in the community and housing issues.

Delayed transfers (DToCs) - or sometimes described in the media as ‘bed-bocking’ – can cause considerable distress and unnecessarily long stays in hospital for patients. The process can also be very time consuming and complex.

Over the past year we have seen a substantial improvement in our performance with DToC. In May 2017 we saw a total of 959 bed day delays which were reduced to 589 by March 2018, a reduction of 45 %. The number of adult social care related delays reduced by 80 % in the same period.

During this time we used the High Impact Change Model to implement new ways of working. The High Impact Change Model is a plan of action that offers a practical approach to help health and social Care systems to reduce the amount of time people spend in hospital. One of the key areas of the High Impact Change Model is supporting patients to return to their home for assessment. This process is sometimes known as ‘discharge to assess’, ‘home first’ or ‘safely home’.

Once the patient has been discharged to their own home (where appropriate), or in another community setting, then assessment for longer-term care and support needs is undertaken in the most appropriate setting and at the right time for the person. We also formed an integrated discharge steering group where experts by experience act as reps to share their user experience and make suggestions on how we can make improvements to this area of work.

### Direct Payments

During 2017/18 a total of 457 service users received support via a direct payment, compared to 429 during 2016/17, an increase

of 6.5%. There will, however, be continued efforts to bring the proportion of residents receiving support via a direct payment or part direct payment, in line with the London average.

### **Paid employment for service users with a learning disability**

Working age service users, with a learning disability in paid employment, remains low in comparison to other London boroughs. During 2017/18 a total of 18 working age service users with a learning disability, were in paid employment compared to 19 during 2016/17. We launched a new supported employment programme to support residents with a learning disability, to find and maintain paid employment and believe we will start to see improved outcomes in 2018/19.

### **Future Plans for 2018/19**

#### **We will**

**Co-production** – We will increase resident, service user and carer involvement in projects across adult services.

**Older People** - We will contribute to developing an Older People's Strategy, through a process led by older people, ensuring they have a central place in shaping all council services and the wider priorities of the Council.

**Learning Disability** – We will deliver the new pathways as recommended by the Integrated Learning Disability Service review which will improve the coordination and joining up of care and support for people with learning disabilities in the borough.

**Carers** - We will continue to improve timescales and carers' experience of carers' assessments.

**Substance Misuse** – We will increase the number of new service users receiving treatment for alcohol services in Hackney.

**Physical Impairment** - We will review the provision available within the local area across all sectors to identify gaps in provision, working with partners to integrate services where we can.

**Mental Health** – We will look to develop even stronger contracting arrangements with housing providers to ensure better outcomes for service users through good care and value for money.

**Preparing for Adulthood** – We will have a new multi-disciplinary Transitions team in place by 01 April 2019.

**Adults at Risk** – We will actively provide safeguarding information across the borough through raising awareness, supporting professionals and the public on how to make referrals.

**Public Health** – We want to continue finding better ways to engage residents in the Public Health services we deliver and commission with a focus on preventing ill health and supporting people to live healthy lives.

## Overview of Hackney

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

Age	Population	Age	Population
0-4	20,689	50-54	14,669
5-9	18,115	55-59	11,468
10-14	15,791	60-64	8,775
15-19	13,615	65-69	6,683
20-24	16,297	70-74	4,971
25-29	31,811	75-79	3,538
30-34	38,662	80-84	2,756
35-39	29,698	85-89	1,561
40-44	19,508	90+	885
45-49	16,437	<b>Total</b>	<b>275,929</b>

Population estimates produced June 2017



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



## Ethnicity

Hackney is a rich, vibrant mix of different communities and is the sixth most diverse borough in London. Historically, Hackney has welcomed people from around the world, and there are well established Caribbean, Turkish and Kurdish, Vietnamese and Orthodox Jewish communities as well as newer communities of people from African countries and Eastern Europe.

Hackney has one of the largest groups of Charedi Jewish people in Europe who predominantly live in the north east of the borough and represent 7% of the borough's overall population. At least 4.5% of Hackney's residents are Turkish and are mainly concentrated in the South, East and Central parts of the borough. At least 89 different languages are spoken in the borough.

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

Source: 2011 Census, % of resident population



## Adult Social Care in Numbers

Despite reduced resources, in 2017/18 we received 7549 requests for support. These were for a wide range of services such as:

**1,648**

people received one-off support (e.g. OT equipment) compared to **1,696** in 2016/17

**3,338**

people were directed to other types of help and support including community activities compared with **3,544** in 2016/17



**15%**

We saw a **15%** increase in the number of people with dementia receiving services.



**406**

people used Reablement Services to help them regain independence, compared to **492** in 2016/17

**795**

people started to receive an ongoing service, including community activities, compared with **775** in 2016/17:

**760 community based services** compared to **760** in 2016/17

**15 in Residential Care** compared to **9** in 2016/17

**12 in Nursing Care** compared to **6** in 2016/17

90 people received short term support.



**10%**

There has been a **10%** increase in the number of adults with a learning disability who receive support and care from London Borough of Hackney

**↑ 144**  
on 2016/17



**2,478**

service users received services through a direct payment or personal budget.



**1,280**

people did not receive a service for a variety of reasons including;

- Declining the service
- Moving out of Hackney
- The service was no longer required
- The service was paid for
- They were not eligible

compared to **1,030** in 2016/17



**409**

people decided to take their personal budget as a direct payment





## Adult Social Care in Numbers

**3,085**

adults in the London Borough of Hackney used our services last year



**1,903**

users of Adult Social Care are aged over 65. A slight increase of 1% since 2016/17

**1,182**

users of Adult Social Care are aged between 18 -64



**1,390**

people received home care support to enable them to stay in their home slightly more than in 2016/17

**381**

people received enablement services



**607**

people were in permanent residential placements

This represents

**19.7%**

of the people using our services



There are  
**3,091**

carers aged 16+ known to services in Hackney

We assessed or reviewed

**991**

carers during 2017/18



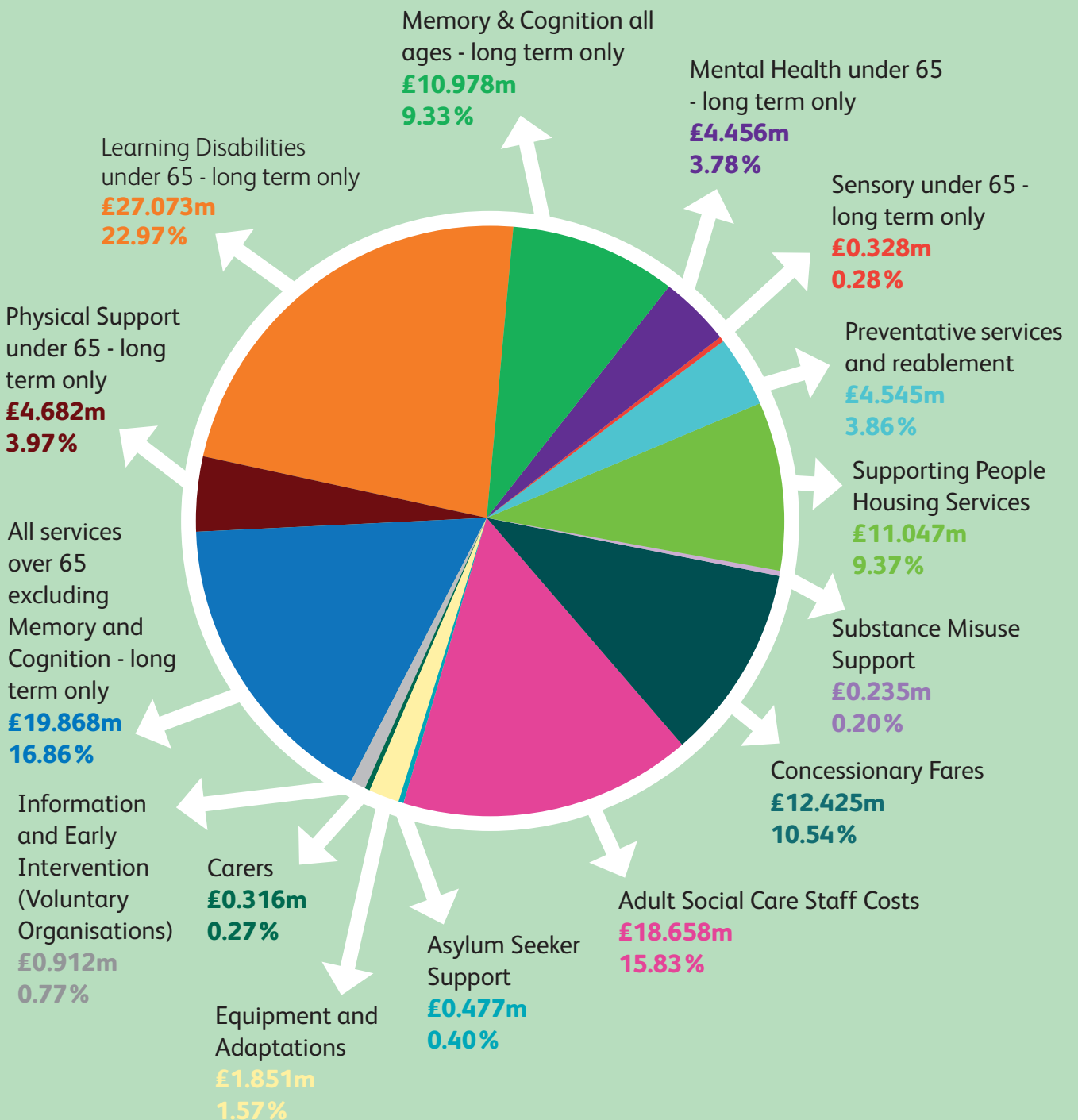
**192**

carers directly received a service from the Council in 2017/18 compared with 561 in 2016/17. This drop is due to a significantly lower number of direct payments made to carers - 159 down from 506 in 2017/18

## What we spent in 2017/18

**Our 2017/18 gross spend was £117.851m**

The amount spent per service area is shown in the pie chart below:-



## Making the most of your money

Cuts in central government funding have again resulted in challenging decisions being made on the services the council is able to deliver to residents. We continue to look to ensure that our most vulnerable residents are protected and have access to the information and support that they require at the earliest possible opportunity.

We continue to believe that by working together with partners, such as City and Hackney Clinical Commissioning Group through joined up working, and focusing on residents being able to access services earlier, we can support residents to live healthy, active lives and to build a support network that will enable them to remain in their communities living as independently as possible, for as long as possible.



## Savings

As with all areas of the Council, Adult Social Care is expected to contribute towards the Council's required savings targets. Since 2010/11 we have been working to achieve £26.891m in savings. The table below illustrates the amount of savings that Adult Social Care has made between 2015/16 and 2017/18.

2015/16	2016/17	2017/18	Total
£7.495m	£1.524m	£3.279m	£12.298m

We continue to spend around a third of Hackney Council's General Fund on adult social care. The Council continues to have to make savings, and we have tried to minimise the impact of these savings on Adult Social Care services.

The Council's commitment to these services is reflected in the fact that the £3.3m saved in 2017/18 takes the total savings delivered by Adult Social Care to £26.9m, (20%) of the overall Council savings achieved to date of £130m. The savings have primarily been achieved by commissioners working with providers of social care services to realise efficiencies in current ways of working which includes negotiating with suppliers to reduce contract costs through more efficient ways of delivering services. The most significant of which has been in Housing Related Support services where two-thirds of the savings for 2017/18 have been delivered.

Over the last five years Adult Services have also focused on working with people in a personalised way, putting individuals at the centre and promoting people's independence. Promoting independence means, where possible supporting people to continue to live at home, rather than going into institutional care settings. This has been achieved by utilising services like Reablement to support people to regain skills they may have lost as a result of a hospital admission and making use of aids, adaptations and care and support packages, designed around the individual. Reablement has been successful at reducing the number of people having to move into expensive residential and nursing care provision. By increasing the number of residents who are supported to live at home within their own communities has contributed to making savings in adult social care.



## Integrated Commissioning

Health and social care organisations in Hackney and the City of London have been working together more closely to improve residents' health and wellbeing. Hackney Council, City of London Corporation and NHS City and Hackney Clinical Commissioning Group (CCG) have come together to share their staff, money and expertise to provide and improve health and social care services for local residents. This is called integrated commissioning and was launched in the City of London and in Hackney in April 2017.

Within integrated commissioning, there are four different areas called care workstreams.

Each care workstream looks at how different health and care services can work closer together and includes staff from a number of organisations such as Hackney Council, the NHS, providers and voluntary services, alongside public representatives who help to provide patients' view of the ongoing work and also contribute to making decisions.

The care workstreams are:

**Children, Young People and Families:** maternity services at Homerton Hospital; services within the community such as community nursing for children; services for children in care; mental health services and vaccinations.

**Planned Care:** planned hospital admissions; outpatients; support for people with cancer; and help for those with long-term health conditions and other care needs.

**Unplanned Care:** unexpected and emergency care, like Homerton Hospital's Accident and Emergency department; people falling in their homes; and help for people to recover from illnesses or operations.

**Prevention:** ways to help residents stay well and supporting them to live longer and healthier lives.

Included across all four workstreams is Mental Health which is an important priority for all partners.

## The Better Care Fund (BCF)

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

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

- Working together - using a whole system approach to service delivery and development with local providers, community groups, users and carers engaged in joint commissioning
- Promoting independence - redesigning services to maximise the ability of older people with complex health and/or social care problems and people with mental health problems to remain within their local communities through better support and coordination of services
- Meeting expectation - optimising care quality and safety so that service users, patients and carers have better user experiences and we meet their needs and wishes

- Improving productivity - maximising opportunities to improve productivity for service users through a joint approach to commissioning, shared outcomes and collective service delivery across organisations including significantly reducing our DTOC numbers using the High Impact Change Model.

## **The Improved Better Care Fund (IBCF)**

In light of significant financial pressures in Adult Social Care the Government announced the Improved Better Care Fund (IBCF). The additional funding was £8.5m in 2017/18 for Hackney. This is not ongoing funding; it is intended to be an interim measure until Parliament agrees a sustainable funding arrangement for Adult Social Care.

## How many Hackney residents received a service?

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

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

## Satisfaction Rates

### Complaints

In 2017/18, the London Borough of Hackney received 95 complaints about Adult Social Care services.

There has been a 25 % decrease in the number of complaints received. We have increased our focus on resolving issues immediately where possible which may have contributed to this decrease.

91 of the complaints have been concluded and four remain outstanding. Of the 91 complaints fully investigated, 51 complaints were considered to be well-founded. In the same period, 2017/18, 4 complaints were progressed to the Local Government and Social Care Ombudsman (LGSCO) in 2017/18 and three of these were upheld. The LGSCO chose not to pursue the fourth as it was considered unlikely that they would find fault.

There is no specified time limit for responding to complaints and it is expected that timeframes for response are negotiated with the individual making the complaint. The average time taken to respond to complaints has increased from 21 working days in 2016/17 to 28 working days in 2017/18. This is still lower than the 33 days in which we try to ensure that timely responses are provided to complaints, our priority is to ensure that complaints are fully investigated and issues are resolved.

In addition we also received 128 complaints specifically about homecare services commissioned by Hackney Adult Social Care. This is a significant increase on the 56 complaints received in 17/18. This was due to a increase in complaints related to one care provider. We worked closely with this provider to improve service performance and have seen significant improvement.

The complaints received in 2017/18 were raised in relation to:

- The outcome of an assessment or the care package implemented (raised in 26 % of complaints)
- Communication (raised in 20 % of complaints)
- The standard of care delivered (raised in 18 % of complaints)
- A request for services (raised in 15 % of complaints)
- Delays (raised in 7 % of complaints)
- Concerns about Adult Social Care processes (raised in 7 % of complaints)
- The standard of service delivered (non-care provision) (raised in 6 % of complaints)

## Compliments

There were 20 formal compliments received about our services or individual members of staff in 2017/18.

Our staff regularly work directly with service users and we recognise that we do not always hear about the informal 'thank yous' that they receive. In 2018/19 we will review how we capture compliments to ensure that we learn from positive feedback and celebrate when staff have delivered an exceptional service.

We want to make things better and continue to use compliments, complaints and suggestions to improve our services.

In the same period Homecare Services received 6 compliments.

## Local Account 17/18 Co-production

**“Co-production at Hackney involves the Council working with residents and users of services or their carers as equal partners to bring about change and to improve the quality of its services”**

**“It is about bringing partners together and the Council genuinely listening to residents and acting on what they have to say”**

London Borough of Hackney takes co-production seriously and in Adult Services a variety of ways, to engage and work with residents, carers and those who use services, are being developed. These include surveys, being members of boards or focus groups and being involved in recruitment or procurement panels. Those we work with are referred to as ‘Experts by Experience’ because of their lived experience of using services and being residents in this diverse borough.

We established a board called Making it Real where a group of Experts by Experience come together with key members of staff to design, evaluate and improve services.

The board meets regularly and is co-chaired by an Expert by Experience and the Director of Adult Services.

We also have a dedicated Improvement and Innovation Officer to work with Making it Real Members and look at co-production as a whole across the department.

In 2017/18 working in co-production we were able to affect change in a number of different areas across Adult Services including:

- Delivering and supporting training to staff across Adult Services
- Testing and feeding back on the design and content of the online iCare Directory for Adult Services
- Participating in recruitment panels for a number of key senior posts across Adult Services
- Completely revamping the way the Local Account is designed and produced
- Starting work on the redesign of services for Carers
- Being on the Autism Alliance Board to develop a strategy across Hackney and City of London to ensure services meet the needs of autistic residents
- Becoming representatives on the Learning Disabilities Partnership Forum which aims to work towards a Learning Disability friendly borough
- Creation of a Co-production Charter which has been endorsed by Health and Social Care colleagues



## Future plans:

In Adult Services we are continually evaluating and developing the way we work with the people who use our services. This is to ensure that people are being supported to participate and have their voices heard. In the year ahead we hope to build on what we are already doing including:

- Promote a more person-centred approach to care and support, where services work around and for individuals rather than having to fit into a box
- Look to encourage more co-production across health and social care in order to ensure we are working in a more joined up and collaborative way
- Ensure that Experts by Experience are given the opportunity to form recruitment panels for key roles in the department
- Increase resident and carer involvement in the Making it Real Board and other projects across the department, providing support and training so that people can participate fully and ensuring that all information is available in an accessible format
- Finalise and roll out a remuneration policy for rewarding those involved in working with us in co-production
- Support the participation of people with direct or indirect experience to contribute to the work of the City and Hackney Adults Safeguarding Board

## Impact on Services

Change takes time and whilst it is difficult to assess the current impact of co-production on services there is a view amongst all those involved that views are changing and resident voices “are now being heard”.

At a time when there is so much change within the way services are delivered within the borough it is key that the views of residents and carers are considered and respected by those involved in delivering service transformation.

### **Some of our Experts by Experience were asked: What has been the highlight of being involved in co-production?**

“Knowing that I am making a difference to people’s lives”

“Being recognised as an Expert by Experience, I’d never heard of that before but it sums up who we are and why we need to be listened to”

“Seeing our ideas and suggestions put into practice”

“Delivering training to staff and feeling they were interested and not just going through the motions”

“Co-production is more than consultation, it is about working closely with staff, residents and partners on an equal footing to bring about positive change”

## How to get involved in working with us

To make sure that our services are person-centred and to help us improve the way we do things, we have set up a local 'Making it Real' initiative.

Making it Real is an opportunity for service users, residents 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](mailto:makingitreal@hackney.gov.uk)

There are also opportunities to get involved in other areas of work such as:

Autism Alliance Board  
Learning Disabilities Partnership Forum  
Carers Group

As well as work to look at our offer across other service areas, including Direct Payments and Safeguarding.



To find out more about the opportunities available please contact:  
[userengagement@hackney.gov.uk](mailto:userengagement@hackney.gov.uk)

# Older People including those with Dementia

Current estimates suggest that in 2018 London Borough of Hackney will have around 20,394 older citizens. The majority of older people in Hackney live independent, healthy and fulfilling lives without needing help from the Council.

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

During 2017/18, the number of people aged 65 or over in Hackney receiving long term support from our Adult Social Care services increased slightly to 1,903 of which 612 people had a primary support reason of memory and cognition.

## Achievements in 2017/18:

- We have become a dementia friendly borough, with partners we have worked to pass a motion proposing the continued commitment and leadership from the Council to work with the Hackney Dementia Action Alliance group (HDAA). This includes a commitment that the Council will look at what it can do across all of its services by leading and supporting the work to create a truly Dementia Friendly community in Hackney.
- Lime Tree Court offers housing that is primary designed for those over 65 who require housing, support and care needs. After gathering feedback from residents we developed 24 hour care provision in Lime Tree Court to offer more flexibility around their care needs.
- We set up a City and Hackney Care home provider forum to allow us to deliver enhanced service to residents living in care homes and the boroughs Housing with Care schemes.

## In 2018/19 we will:

- We will launch a new lunch clubs service for people aged 55 and over in Autumn 2018. It will build upon the benefits attendees already get to include a minimum programme of health and wellbeing related activities and clear pathways into other services that may be helpful.
- Review the meals provision in the borough and ensure that we are providing the best offer in relation to residents needs and circumstances.
- Develop a comprehensive Older People Strategy with consultation with other departments of the council to ensure we are an older people friendly borough.
- Create joint Dementia Strategy with Partners on the Dementia Alliance to identify gaps in current service provision and what future services need to look like.



Service users and carers are at the centre of all we do, our aim is to ensure residents live within and feel part of their communities for as long as possible.



## Feedback

### We said...

**We will ensure that the planning is on track for our new purpose built day centre. We will engage with service users and other key partners to ensure the service meets identified need.**

**We will continue to drive forward the work of the Dementia Alliance.**

**Upgrade and relaunch Hackney iCare, which will act as an electronic information hub for the public and further enable service users to undertake self-assessments online.**

### We did...

The planning and building phases for our new day centre was kept on track, for the planned opening in 2018.

Throughout the planning and building stages of the project service users and carers were consulted on aspects of building design, on the activities that would be provided and choosing the name of the building.

London Borough of Hackney continue to be a key part of the Dementia Alliance. Particular areas of success are the launch of notice boards in GP surgeries, a co-produced Carers Guide, a Memory Wellbeing project and the St Joseph's Namaste Dementia Care Project.

Hackney also continued to fund a dementia Friendly Community Coordinator to make Hackney a more dementia friendly borough. This looks at areas such as leisure, transport, businesses etc and considers how they can provide a better service for people living with dementia.

iCare has been redesigned with the support of Service users, feedback has been extremely positive about the new look and feel of the site, information is easier to find and the self assessment form has been extremely popular.

# Older People including those with Dementia

## Local Services

### City & Hackney Older People's Reference Group

– A collective voice for older people to assert their dignity and resist ageism for sixteen years and is the largest older people's group in the area.

Any local resident over 50 is welcome to join the OPRG. Who hold regular large open meetings on important issues for older people with senior policy makers and managers.

[www.ageuk.org.uk/eastlondon/activities-and-events/hackney/oprg/](http://www.ageuk.org.uk/eastlondon/activities-and-events/hackney/oprg/)

Call: 0207 249 7140 or 0800 917 9830

Email: [info@ageukeastlondon.org.uk](mailto:info@ageukeastlondon.org.uk)



**Outward** – Offers three types of support: Floating support volunteering, Befriending Health and wellbeing.

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

Call: 020 7249 9004

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



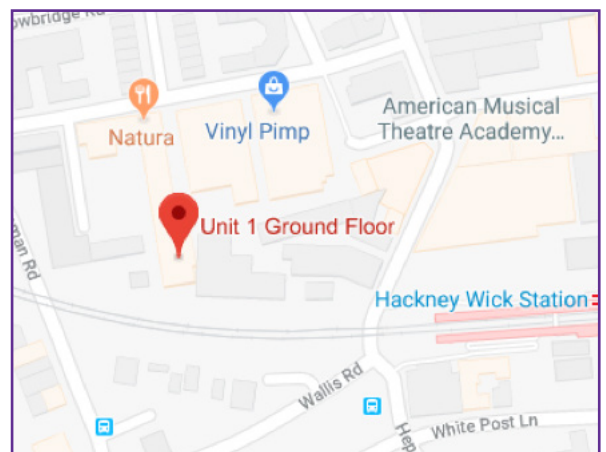
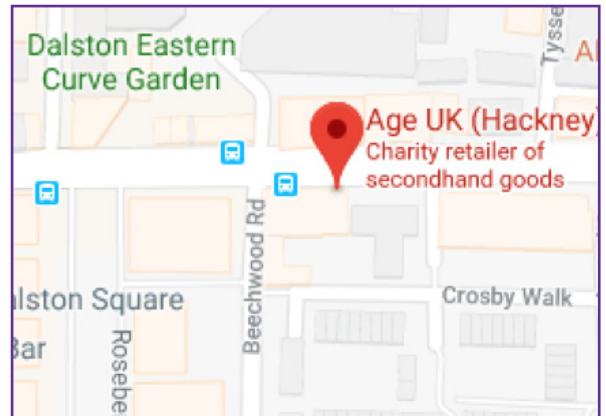
**Alzheimer's Society (Hackney & City)** – If you have concerns about Alzheimer's disease or about any other form of dementia, the Alzheimer's Society National Dementia Helpline can provide information, support, guidance and give information about other organisations that may be able to help you.

Address: Unit 1 Ground Floor, 30 Felstead Street, London E9 5LG

Call: 020 8533 0091

Email: [hackney@alzheimers.org.uk](mailto:hackney@alzheimers.org.uk)

## Carers Services



# Older People including those with Dementia

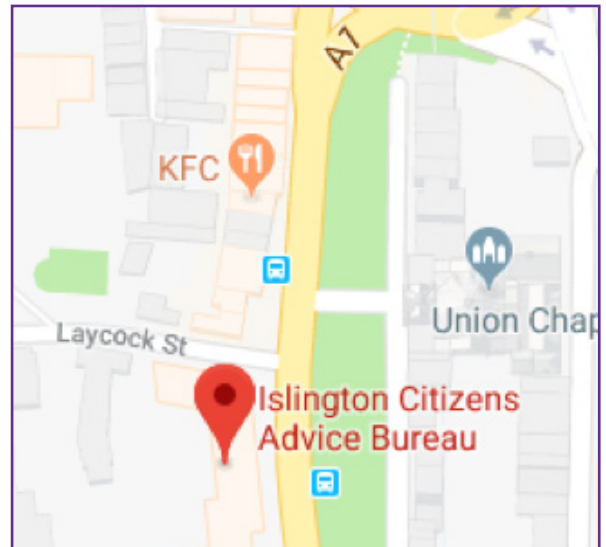


**SHINE** – Hackney SHINE energy advice has been set up by the Council to help residents keep well and warm throughout the year, avoid cold-related conditions during the winter and anxiety over paying fuel bills, which can lead to ill-health, extra GP visits and hospital admissions. SHINE also provides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

[www.hackney.gov.uk/shine](http://www.hackney.gov.uk/shine)

Call: 0800 281 768

Email: [shine@hackney.gov.uk](mailto:shine@hackney.gov.uk)



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

They also deliver services in two areas,

- **Community Services** - Delivered to groups in and around the community. These range from day opportunities like lunch clubs and IT and learning to the Older People's Reference Group.
- **Individual services** - Which focus more on one-to-one support for people in the form of information & advice (welfare benefits, disability benefits, housing and community care) befriending, advocacy and home & care e.g. carers relief, home help and handypersons.

**Addresses:**

Head Office: 82 Russia Lane, Bethnal Green, E2 9LU

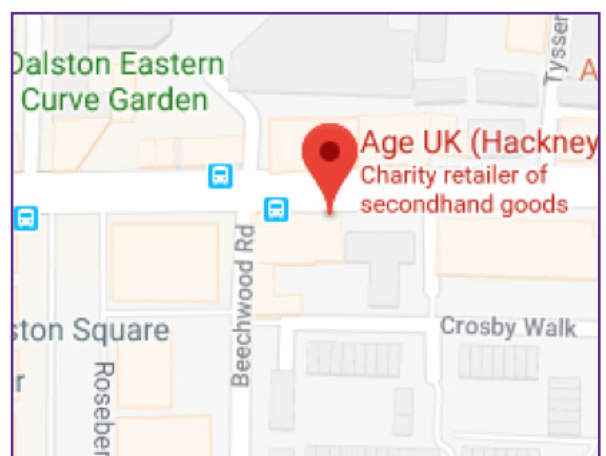
Day Centre: 72 Warwick Grove, Clapton, E5 9FF

Hackney Office: 22 Dalston Lane, London, E8 9AZ

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

Call: 020 7249 7140 or 0800 917 9830

Email: [info@ageukeastlondon.org.uk](mailto:info@ageukeastlondon.org.uk)



# Older People including those with Dementia



## **Hackney Caribbean Elderly Organisation**

**(HCEO)** – Provide activities and services for older people from Black and Minority Ethnic (BME) communities that promotes their interests, wellbeing and independence. HCEO is a central part of Hackney's diverse community and its services are open to all multi-generational, multi-ethnic families and communities across the Borough. They deliver services in four areas: Day Services, Mental Wellbeing Programme, Financial Advice, Advocacy and Outreach.

**Address:** 39 Leswin Road, London, N16 7NX

**www.hceo.org.uk**

**Call:** 020 7923 3536

**Email:** [info@hackneycaribbean.co.uk](mailto:info@hackneycaribbean.co.uk)



## Key Statistics in 2017/18:

- There are 5224 registered adults with a Learning Disability (LD) living in Hackney. This includes people with mild LD/learning difficulties and those who haven't received a clinical LD diagnosis.
- Of the total number, 478 of those living in Hackney are currently receiving a specialist LD service from Hackney's Integrated Learning Disabilities Service (ILDS).

ILDS is a jointly funded service delivered by Hackney Council and East London Foundation Trust. This service is commissioned by the City and Hackney Clinical Commissioning Group and the London Borough of Hackney.

Specialist Learning Disability support for service users includes:

- Single point of entry to services
- Specialist assessments
- Intervention and support
- Crisis support and emergency response
- Assertive outreach service
- Support in learning new skills
- Support to communicate better with others
- Psychological assessment and intervention
- Psychiatric assessment and intervention
- Support for young people with learning disabilities transitioning from children's service to adult services
- Behavioural support interventions



## Achievements in 2017/18:

- Establishment of the Learning Disability Partnership Forum.
- Specialist Autism Social Worker in post.

## In 2018/19 we will:

- Deliver the new pathways as recommended by the ILDS review which will improve access and intervention with service users on a more multi-disciplinary basis.
- Recruit permanent staff to the team to bring stability and expertise.
- Take forward the Shared Lives offer.



Pioneering - the new service model is innovative and will improve service user experience for the better because specialist services will wrap around the individual.

The focus of the ILDS review has tried to underline all of these principles, particularly around putting service users at the centre of everything we do. This is an ambitious process to enable service users to maximise choice and independence. - HSD

# Support for Adults with a Learning Disability



## Feedback

### We said...

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

We would begin to develop a new multidisciplinary Transitions Team as part of the ILDS to ensure young people moving from Children's to Adults services have a positive experience of transition and that their voice is always heard

We would develop the Hackney Shared Lives scheme to offer support to adults with Learning Disabilities and Mental Health needs and also to older people with dementia and young people going through transition. This may include an offer of short breaks and day time support as well as longer term placements.

Through the Autism Strategy and Workshops that have been held this year, it has been agreed to fund a Social Worker in Adult Services to support autistic people who do not meet the criteria for other service areas, to make sure that they have appropriate support in place.

We will embed an employment support worker into the ILDS team to support service users in finding appropriate employment and work experience.

### We did...

The review of the ILDS service is complete with an expected go-live date for the new service in early 2019. Four new pathways are under development as a result of consultation exercises with staff, service users and their carers. These pathways are:

- Preparing for Adulthood
- Referral and Review
- Intensive Support
- Ongoing Support

Our new service model includes a dedicated multidisciplinary Preparing for Adulthood team and will go-live in early 2019. This team will be made up of specialist Health and Social Care professionals and will support children's colleagues between the ages and 14 and 16, with advance planning for adulthood between the ages of 16 to 18.

We now have a permanent team of three staff members in post to begin this work with support from project management taking forward the plan to extend this service throughout this year into next year.

We have recruited an Autism Social Worker who is working across Health and Social Care to identify and assess people with Autism so that they can receive services under the Care Act or if not eligible, to be redirected to other community services.

A member of the employment service sits in ILDS for one day a week to support the team in referring people seeking employment.

# Support for Adults with a Learning Disability

## You said...

**Services need to work for the service users not just the how the council wants them to work.**

**Services need to work for the users not just the how the council wants them to work.**

## We did...

A review of our whole service has included input from service users and carers to ensure that they are responsive to the needs of residents.

We also included service users in all our recruitment to permanent posts including for the role of Head of the Integrated Learning Disabilities Service .

# Support for Adults with a Learning Disability



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

[www.pohwer.net/in-your-area/where-you-live/hackney](http://www.pohwer.net/in-your-area/where-you-live/hackney)

Call: 0300 456 2370

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)



**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](http://www.hackneypeoplefirst.com)

Call: 0207 812 9339

Email: [peoplefirsthackney@btconnect.com](mailto:peoplefirsthackney@btconnect.com)



**Targeted Preventative Services (TPS)** –

TPS is a new way of meeting the needs of adults before they may require a full Social Care package. It has three elements: Floating support, health & wellbeing activities and a volunteer & befriending service.

[www.outward.org.uk/ourcharity9.php](http://www.outward.org.uk/ourcharity9.php)

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

Call: 0207 249 9004



# Support for Adults with a Learning Disability



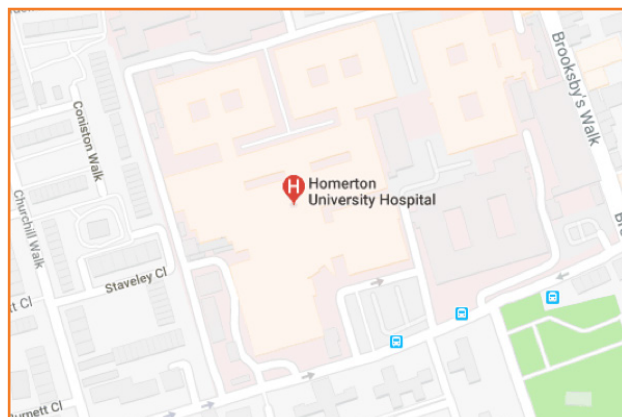
## **Patient Advice and Liaison Service (PALS)**

PALS can provide information and support to patients and Carers and will listen to your concerns, suggestions and queries.

**Telephone: 020 8510 7315**

**Textphone: 07584 445 400**

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



# Support for Carers in Hackney

Support is available to Carers in Hackney through Adult Social Care services and the voluntary and community sector, through the 'Carers are the Bedrock' (CATB) partnership.

## **Key Statistics in 2017/18:**

- There are 3091 Carers registered with the City and Hackney Carers Centre (CHCC).
- 991 Carers were assessed/reviewed by the London Borough of Hackney and the Carers Centre.

# Support for Carers in Hackney



## Feedback

At LBH we recognised that services for Carers were not working as well as they could do, and we developed a plan for how we could overcome some of the challenges.

### We said...

**We will continue to provide direct support to City and Hackney Carers Centre and Carers are the bedrock (CATB) to speed up the timescales for carers hearing the outcomes of their assessments.**

**We would improve the experience of Carers of the assessment process.**

**We will be working more closely with the Carer's assessors within the voluntary sector, to ensure that they are working with Carers to complete the assessments to the highest standards, and offering a range of information, advice, guidance and support.**

**We will work more closely with colleagues across all Adult Social Care services, to ensure that holistic support is available for carers in Hackney.**

**We will be working with Carers in 2017/18 to co-produce plans for the future of Carer's services in Hackney.**

### We did...

We developed a team of staff to help deliver better outcomes for carers by providing additional support to undertake review assessments and review processes with providers.

Training was undertaken by the carers team to provide assessors with the skills, knowledge and confidence to do assessments.

We worked very closely with the voluntary sector including meeting the assessors regularly and attend carers assessors forums. We shared information, wider development and used the forums and other opportunities to listen to any feedback the assessors had. We worked together to collectively improve Carers experience of assessments.

We have actively engaged with Adult Social Care colleagues, mental health colleagues and the Integrated Learning Disability Service to raise the profile of carers services and to better join up services where possible. This is an ongoing approach to make sure the momentum is maintained.

Timelines have shifted on this project and whilst the project hasn't commenced fully, the lessons learnt and feedback obtained in 2017/18 will be used in the future redesign which will take place in 2018/19. We will be working with Carers in 2018/19 to co-produce plans for the future.

## **Achievements in 2017/18:**

- Carers Week took place during the week of the 12th June through a series of events, including a well-being day, carers' rights workshop and lunchtime seminars.
- Carers Rights Day took place on 22nd November 2017 in Hackney featuring a range of informative talks, fun and lively workshops, plus info stalls and advice sessions.
- The Health in Hackney Scrutiny Review was completed in Spring 2018 and gives clear recommendations that shall be used to shape carers services in the future.

## **In 2018/19 we will:**

- Commence the redesign of carers services in Hackney with the aim being to develop a model that supports carers to continue their caring role and prevent carer breakdown. This will involve a co-production approach to make sure that carers and organisations linked to carers are fully involved.
- Continue to improve timescales and carers experience of assessments. This shall be done by reviewing the capacity of the Council's role in assessments and how this is best staffed to reduce delays.
- Develop a clearer offer/pathway so carers know where to go for information, advice, support and other services. This will be co-produced with the current commissioned carers services who will be working to ensure carers have their say on the best way to present this informs.



# Support for Carers in Hackney

## You said...

**We don't know what to expect from a Carers Assessment.**

## We did...

We have worked with the City and Hackney Carers Centre (CHCC) and Carers are the Bedrock (CATB) partnership to update and develop their introductory information pack, which should be provided to Carers both at the point of registering with the CHCC and at the point of assessment.

**It still takes a long time to hear about the outcome of assessments.**

Adult Services has continued to provide additional support to work across LBH and the CATB partnership to put in place systems and processes to speed-up the assessment process, including notification to Carers of the outcome of their assessment.



Proactive and positive in the way we approach problems and challenges, and take up the opportunities that come our way.

We recognise that services and support to Carers hasn't always been as effective as we would like it to be, but we are proactively trying to improve the service, recognising the challenges and maximising opportunities to provide a wide range of services support to Carers in the borough.

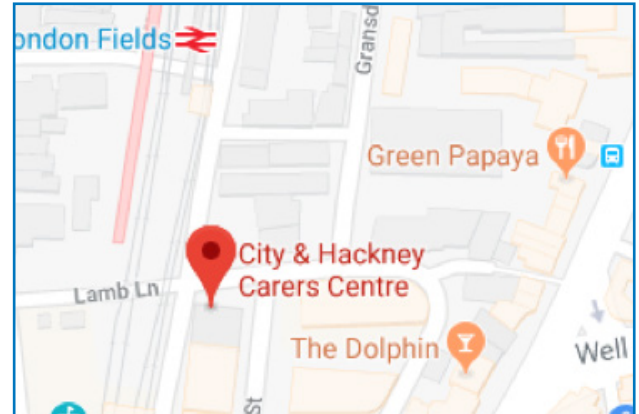
# Support for Carers in Hackney



**City & Hackney Carers Centre**  
1C Mentmore Terrace  
London, E8 3DQ

Call: 020 8533 0951

Email: [CCSAdmin@hackneycarers.org.uk](mailto:CCSAdmin@hackneycarers.org.uk)



**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](http://www.hackneycarers.org.uk)

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

<https://hackney.gov.uk/media/3034/carers-information-pack/pdf/carers-information-pack>

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

**Carer’s Assessment** – If someone provides regular and substantial care for another person, they can have a Carer’s assessment to discuss the help they need. A Carers assessment is an opportunity to talk about the Carers needs and about anything else that could make caring easier for them.

[www.hackney.gov.uk/carers-assessment](http://www.hackney.gov.uk/carers-assessment)

# Support for people affected by substance misuse including drugs and alcohol

## Key Statistics in 2017/18:

- In 2017/18 there were a total of 1,788 adult substance misusers in structured treatment, of these 973 were opiate users, 338 alcohol users, 288 were alcohol and non-opiate users, and 189 were non-opiate users.

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 coordinating a person's care) group support and psychosocial support.

The clinical support available includes prescribed substitutes to drugs such as methadone, assistance with withdrawal from alcohol, health checks, blood borne virus testing, services at Homerton Hospital, as well as needle and syringe exchange.

The re-integration services are designed together with service users, to help them connect back with their community and include support with health and wellbeing, abstinence groups, friends and family groups, housing and welfare advice, as well as support with education, training and employment.

There is also a separate service which offers education, prevention and outreach for young people which is run by Young Hackney and helps children from the age of six to young adults up to the age of 25.

## Achievements in 2017/18:

- Hackney Recovery Service improved significantly the number of service users who have completed their treatment without relapsing within 6 months. In 2016/17 successful completion of drug treatment for opiate users was at 4.1 % which was below the national average of 6.7 %. This raised to 7.1 % in 2017/18 (national average was 6.5 %).
- Following significant efforts from the provider and commissioning team, performance has improved in the most recent year, and Hackney is now performing above the national average.
- Successful completion of treatment for non-opiate users has also improved. In 2016/17 25.3 % of service users were successful in their completion of treatment (below the national average of 37.1 %) to 2017/18 where 34 % of service users were successful in their completion of treatment (similar to national average 36.9 %) The Service is now performing in line with the national average.

# Support for people affected by substance misuse including drugs and alcohol



## Feedback

### We said...

**We will consult on and publish an Alcohol Strategy to address and reduce alcohol related harm.**

### We did...

The Alcohol Strategy consultation has completed and the Alcohol Strategy has been published. The strategy has four major objectives:

- Encouraging healthier drinking behaviours
- Ensure appropriate and responsive treatment services
- Provide support for adults, families and carers affected by alcohol misuse
- Promote responsible drinking environments

It is the result of consultations with key partners such as Children and Family Services, Public Health, Clinical Commissioning Groups, GP Confederation, Local Pharmacy Committee, Employment Services, Homerton hospital, Licensing and Regulatory Services and Criminal Justice services. A supporting action plan will be updated every six months and consulted with key partners.

**We will begin a full evaluation of the multiple needs service.**

We recently finished the Multiple Needs Service year 2 evaluation. Some of the main results show that:

- 70% of the clients assessed as eligible have engaged regularly for over six months
- Their physical and mental wellbeing has improved significantly
- The service can demonstrate cost effectiveness to the council and taxpayers and will set a precedence for future cost-avoidance

**We will use the opportunities of integrated commissioning to improve the support available for drug and alcohol users, by strengthening links with the criminal justice system and mental health services.**

We recently finished a report on the local illicit drug market in Hackney. The report provides important information on how much illegal drugs cost in the borough, where they are sold, how people use them and how crime operates. The recommendations are going to be implemented in partnership with the police, offenders services and Hackney Recovery Service.

# Support for people affected by substance misuse including drugs and alcohol

## In 2018/19 we will:

- Increase distribution of anti-overdose medication to prevent drug-related deaths.
- Increase support to GP practices working with people with substance misuse and mental health issues.
- Implement online counselling sessions in Hackney Recovery Service to improve alcohol service access for hard to reach groups.
- Implement lessons learned from our two-year service pilot supporting client with multiple needs.
- Increase the numbers of users to access alcohol services in Hackney for the first time.

## Service User Feedback

“I found the CRAFT Programme to be most helpful. It gave me a way to understand how best to cope with having a person with a drug problem in the family.”

“I came with my partner who was drinking and also used to be on drugs. What I did not know is they would also help me. I started off with friends and family support, which led to other things including counselling. They have made me more positive and taught me how to cope with things as I am very self-conscious and nervous. I would recommend this place to anyone with drink or drug problems and the people who care for them. Keep up the good work and help many other people. I would say this is an award winning meeting place. Well done!”

# Support for people affected by substance misuse including drugs and alcohol

## You said...

**You need to understand that substance misuse affects the whole family and the solutions need to include everyone.**

## We did...

We look to help the family/carers of substance misusers who will often themselves have support needs and we also try to involve the family in the recovery of a substance misuser where appropriate.



Our clients are from all walks of life including BAME, LGBTQ+, Homeless and varying age groups, we work to ensure that our services reflect those varying needs.

# Support for people affected by substance misuse including drugs and alcohol



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

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

110 Mare Street, London E8 3SG

Call: 0300 303 2611

Out-of-hours (freephone): 0808 168 8669



**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.

Call: 020 8356 7377 (confidential advice & referral line Monday - Friday 9am - 9pm)

Email in confidence: [yhsms@hackney.gov.uk](mailto:yhsms@hackney.gov.uk)

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

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

Freepost PO BOX 4000

Glasgow

G3 8XX

Call: 0300 123 6600

Text 82111 to ask FRANK your question

Email: [frank@talktofrank.com](mailto:frank@talktofrank.com)

# Support for people with a Physical or Sensory Impairment

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

## Key Statistics in 2017/18:

- In 2017-18 there were 394 disabled adults with a physical or sensory impairment receiving support from Adult Social Care.
- We have increased the amount of disabled adults with a physical or sensory impairment who received support in the community rather than a residential setting to 96 %.



# Support for people with a Physical or Sensory Impairment



## Feedback

### We said...

**We will look to procure a new equipment contract to supply and fit community equipment across the borough, to keep people safe and independent in their homes. This should be implemented during 2018.**

**We would look to develop housing options for people with a physical or sensory impairment to remain living in supported environments in the community.**

### You said...

**We need to improve contractor standards and communication with service users.**

### We did...

We plan to go live with the new service later in 2018. We are confident that we will see an improvement in service delivery, including a new Saturday morning delivery option to assist with discharge home from hospital.

We assess for and recommend housing adaptations for people with physical or sensory impairments. The aim of making their home environments accessible for them and thus enabling them to remain in their own homes has been achieved in many cases (155 in 2017/18).

### We did...

We carried out a customer survey following up on all major adaptations. This feedback has been used to improve contractor standards and communication with service users.

We are looking at designing a new telecare offer in response to service users and carers, We are investigating assistive technologies to help support people better in their communities.

# Support for people with a Physical or Sensory Impairment

## Achievements in 2017/18:

- We have substantially reduced the waiting time for an occupational therapy assessment. Hackney now has one of the lowest wait times across any of the London Boroughs.
- We have created an active forum for our service users to feedback, co-produce and engage with the team who deliver support for residents with a Physical or Sensory Impairment.

## In 2018/19 we will:

- Review what provision is out there in the community to identify gaps and to ensure that resources are maximised rather than duplicated.
- Continue to reduce the number of Delays in Transfer of Care.
- Increase the number of Direct Payments.
- Trial joint Health and Social Care budgets.



AMBITIOUS for Hackney, and for ourselves, always seeking to be the best at what we do, and to get the best for the people of Hackney.

# Support for people with a Physical or Sensory Impairment

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

<http://www.hackney.gov.uk/sports-and-leisure>

Call: 020 8356 4897

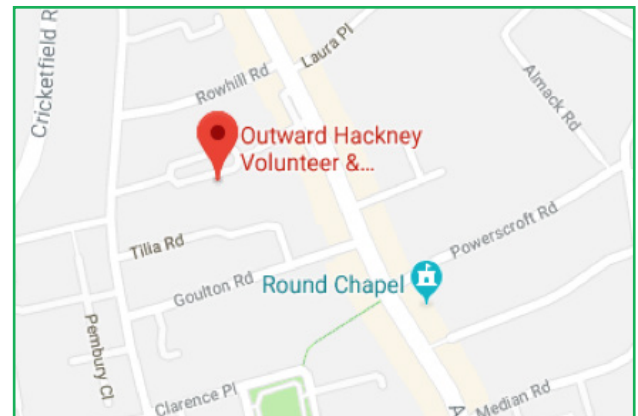
## **Targeted Preventative Services (TPS)** –

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

<http://www.outward.org.uk/ourcharity9.php>

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

Call: 0207 249 9004



**Fit 4 Health Scheme** – Hackney Council, in partnership with City and Hackney Clinical Commissioning Group (CCG), are delivering a physical activity scheme to help people who have had a stroke.

40 Hyde Road  
Hackney  
London  
N1 5JU

Call: 020 8356 4897 / 020 8356 5285

Email: [helen.mcginley@hackney.gov.uk](mailto:helen.mcginley@hackney.gov.uk) or  
[darren.english@hackney.gov.uk](mailto:darren.english@hackney.gov.uk)



# People with Mental Health Needs

Like other Inner London Boroughs Hackney has a significant population who have suffered or continue to suffer the effects of poor mental health, in terms of the number of people who suffer a serious mental illness, Hackney is above the national average. Hackney provides a range of services to residents both directly or through key partnerships with the NHS and the Voluntary sector.

## Key Statistics in 2017/18:

- We have provided a mental health service to 5,169 people compared with 5,155 in 2016/17
- We provided initial mental health assessments to 2,853 people compared with 2,896 in 2016/17
- We have carried out Mental Health Act assessments with 1,211 people compared with 1,052 in 2016/17
- Meeting the target of seeing 95 % of patients referred within 28 days although we are aiming to improve consistency.

## Achievements in 2017/18:

Through our NHS partner the East London NHS Foundation Trust (ELFT) and our Local Authority Partnership in 2017/18 there has been a continuous focus on ensuring that we not only reach those in need and in crisis but that we are also identifying those people who are showing signs of developing mental illness.

We have developed our early intervention EQUIP team and our CRISIS intervention services to support people having acute mental health problems.

There is still a single point of referral for a mental health assessment via the City & Hackney Adult Mental Health Referral and Assessment Service (CHAMHRAS)

London Borough of Hackney staff work closely with NHS colleagues in clinical diagnosis and interventions in the area of Autism. Our Autism service ensures that timely assessments are carried out and support plans and care packages are developed for the individual requirements of those who need this support.

London Borough of Hackney staff are also working with the NHS in providing secure services and care planning in the forensic psychiatric area for those whose mental illnesses have led to high risk behaviour and involvement with the Criminal Justice System.

# People with Mental Health Needs

## In 2018/19 we will:

- Ensure our staff are continuing meeting their mandatory training in key areas such as Safeguarding.
- Work hard to ensure we reduce the time people wait to access health services such as psychological therapies.
- Ensure we are supporting our LGBTQ+ patients and staff.
- Continue to review the housing needs of individuals to work with the CCG on working with the new in Housing First project.
- Continue working to ensure that all statutory responsibilities are delivered to the highest standard with the statutory legal frameworks of the The Care Act and The Mental Health Act.



We are Proud that our service has helped support more residents address their mental health needs at an earliest opportunity.



## Feedback

### We said...

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

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

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

### We did...

The transfer of Assertive Outreach services to our Community Recovery Teams has gone well. Service users still receive individual care coordination and are also supported by improvements to the focus of a team approach to providing support for service users who must urgently require higher levels of support at specific times.

We have continued working with Think Ahead and recruited a number of trainees in 2017/18. We are committed to the continuous development of staff in order that we can resource and train the amount of Approved Mental Health Professionals which are statutorily required to ensure we can assess those who require emergency admissions to hospital under the powers of the Mental Health Act.

We offer a 24 Hour Crisis Helpline for people of any age who may have long term psychological issues or who have had a sudden crisis such as a shock, bereavement, relationship issue. They offer confidential expert advice and guidance support and referrals to local services if needed.

# People with Mental Health Needs

## We said...

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

## We did...

We have worked with clinical staff and commissioners from London Borough of Hackney and the Hackney Clinical Commissioning Group to review all our accommodation needs to ensure they meet future requirements.

This has resulted in us preparing to launch a new floating support service that will include a mediation promoting service, access to crisis support which is a more intensive but shorter intervention and a new longer term floating support element to support those service users that require a light touch but ongoing level of support to maintain their independence and avoid hospital admission.

We are preparing to refresh our High and Medium housing related support service for those who need an increased amount of support and training to enable them to live independently.

## You said...

**Service users should have more say in how services are delivered and by whom.**

## We did...

The review and re-tendering of the floating support and accommodation Housing related support services involved an independent review which was conducted by The Advocacy Project (TAP) who involved clients with mental health problems that were both already supported by these projects and others who are not and the review also identified a number of clients who are now helping us develop the specifications and will be on the panel to score tender bids.

# People with Mental Health Needs

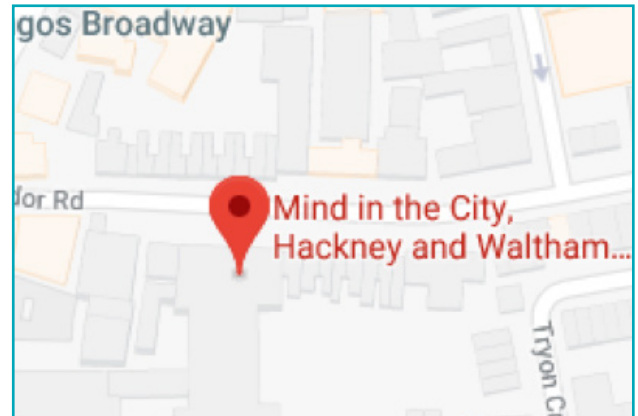


**City and Hackney Mind** – Provides information and support, campaign to improve policy and attitudes, and develops local services in partnership with professionals and clients.

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

Call: 020 8985 4239

Email: [services@cityandhackneymind.org.uk](mailto:services@cityandhackneymind.org.uk)



## East London Foundation Trust

ELFT (NHS) provides mental health and community services.

[www.elft.nhs.uk](http://www.elft.nhs.uk)

Call: 020 7655 4000

Email: [webadmin@elft.nhs.uk](mailto:webadmin@elft.nhs.uk)

## City and Hackney Adult Mental Health Point of Entry (CHAMHRA)

Offers a one-stop single point of referral which screens referrals of adults aged 18-65 to mental health services.

[www.elft.nhs.uk/service/57/City-and-Hackney-Adult-Mental-Health-Point-of-Entry-CHAMHPE](http://www.elft.nhs.uk/service/57/City-and-Hackney-Adult-Mental-Health-Point-of-Entry-CHAMHPE)

Call: 020 8510 8011

## The City and Hackney Wellbeing Network

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

[www.chwellbeingnetwork.london](http://www.chwellbeingnetwork.london)

Call: 0208 525 2301 or 0800 612 6585

Email: [SPOE@mindchwf.org.uk](mailto:SPOE@mindchwf.org.uk)



# Preparing for Adulthood in Hackney

We supported 22 young people with Learning Disabilities to transition and move smoothly from Children's to Adults services in 2017/18.

Adult Social Care works with young people who may have eligible needs to plan a smooth transition from Children's Services and Education to Adult Services. The plan provides important information about the young person, their needs, their strengths and their aspirations. Some young people will have an Education, Health and Care Plan.

Adult Services includes the Integrated Learning Disability Service, Adult Social Care for young people with physical disabilities and sensory impairments, specialist support for people with Autism and also Mental Health services.

Young people and their families are offered information and advice about Direct Payments, Assistive Technology and community based services. The Local Offer provides some of this information including information about universal services.

## **Achievements 2017/18**

ILDS Transitions staff have become more accessible for young people and their families by attending a range of events at special schools and colleges and by setting up a drop in session at Hackney ARK in conjunction with the Hackney SEND Information, Advice and Guidance Service SENDIAGS service.

ILDS have developed links with HIP ( Hackney Independent Forum for Parents/Carers of Children with Disabilities) an organisation which supports parents of children and young people with SEND.

ILDS have worked in partnership with Hackney Employment Service. There has been a particular focus on young people coming through transition to support them to find paid employment.

## In 2018/19 we will:

- Introduce a new multi-disciplinary Transitions Team in place by 1st April 2019.
- Allocated worker from the Transitions Team for all 17 year olds by April 2019.
- Attendance by a member of the Transitions Team at all year 9 reviews where it has been identified that the young person may have eligible Adult Social Care needs.
- Attendance by the Transitions Team at all open days and parents evenings at special schools and colleges post 16.
- Increase number of Personal Health Budgets and Direct Payments for young people going through transition.



We are ambitious for the future of disabled young people in Hackney and will support them to achieve their aspirations through education, employment and inclusion within their communities.

Our transitions team will always ensure the voice of the young person is heard and is at the centre of everything they do.



## Feedback

### We said...

Further develop and implement our plans to introduce a specialist Preparation for Adulthood team.

### We did...

The proposal to create a specialist Transitions Team/ Preparing for Adulthood Team has been consulted on and agreed as part of the ILDS review.

The new multi-disciplinary team will be in place by early 2019. We developed a new dedicated Transitions care pathway which has three key elements:

- Case Management from age 14
- Commissioning Panel to approve long-term funding for care packages
- Transitions Steering Group to strategically manage and oversee all transitions-related activities care packages

Begin to recruit and develop a new Multi-Disciplinary Transitions Team as part of ILDS, to ensure young people preparing for adulthood experience a smooth transition between Children's and Adult services and that their voice is always heard to be in place for 2018/19.

The full multi-disciplinary team will be established by early 2019. A new Transitions governance structure is in place and new transition pathways have been mapped. From 2018, young people will start to receive more joined-up help with the NHS, adult services, children and families, and the Hackney Learning Trust to support planning for becoming an adult and realising their aspirations.

All 17 year olds to have an allocated worker from within the ILDS Transitions team.

ILDS have achieved this for most young people transitioning to the service, however we will continue to make improvements to ensure that this is achieved for all 17 year olds in 18/19.

### You said...

Service users need to be involved in any future development to the service area and offer within transitions.

### We did...

We asked service users and carers through co-production forums what they thought of the transition service and asked them what changes they think we should make.

We would like to be involved in the recruitment to key posts across the ILDS.

Residents with a Learning Disability have sat on a recruitment panel for the Head of ILDS. We plan to increasingly involve users in our recruitment processes over the next year.

# Preparing for Adulthood in Hackney

## Hackney Integrated Learning Disabilities Service

[www.hackney.gov.uk/learning-difficulties](http://www.hackney.gov.uk/learning-difficulties)

Call: 020 8356 7444

## Hackney Disabled Children's Service

[www.hackney.gov.uk/disabled-childrens-service](http://www.hackney.gov.uk/disabled-childrens-service)

Call: 020 8356 5500



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

[www.hackneylocaloffer.co.uk](http://www.hackneylocaloffer.co.uk)

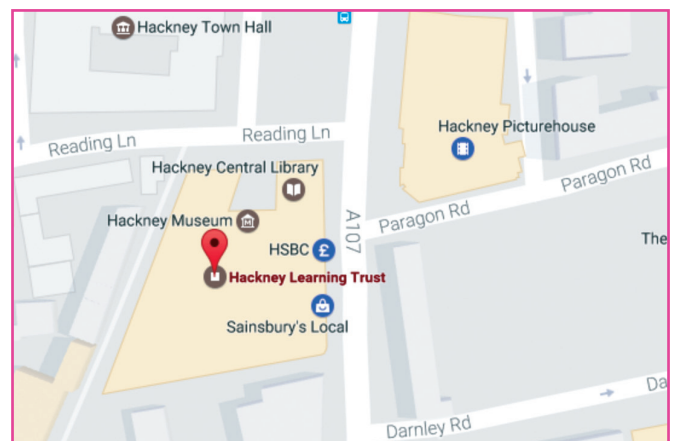
## Hackney Learning Trust –

1 Reading Lane  
London  
E8 1GQ

[www.learningtrust.co.uk](http://www.learningtrust.co.uk)

Call: 020 8820 7000

Email: [info@learningtrust.co.uk](mailto:info@learningtrust.co.uk)

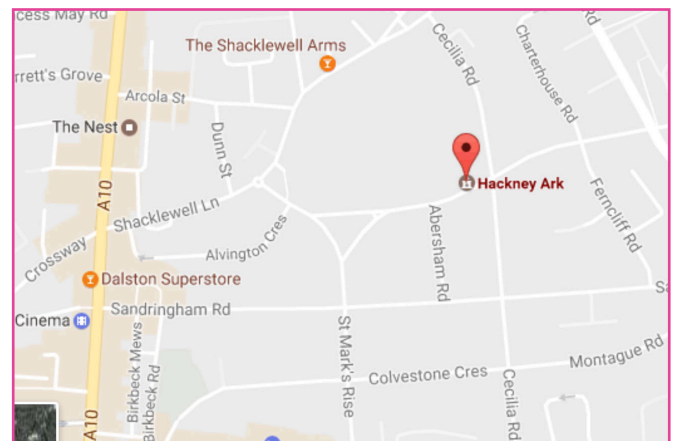


**Transition Services at Hackney Ark** – A centre for children and young people with a disability or SEN. It brings together services from across the fields of health, education and social care to provide an integrated response to the needs of disabled children and their families. There is a wide range of therapists and support available by referral.

[www.homerton.nhs.uk/our-services/services-a-z/c/childrens-services-in-the-community/hackney-ark/](http://www.homerton.nhs.uk/our-services/services-a-z/c/childrens-services-in-the-community/hackney-ark/)

Call: 020 7014 7000

Email: [referralstohackneyark@homerton.nhs.uk](mailto:referralstohackneyark@homerton.nhs.uk)



# Protecting Adults who may be at risk

We work in partnership with other organisations, including Police and Health services, to ensure that people are able to live a life free from harm in communities that are intolerant of abuse, whilst working together to prevent abuse and ensuring that people know what to do when it happens.

## Key Statistics

- There were 1,336 safeguarding concerns generated during 2017/18, compared to 1,261 for 2016/17, which is around a 6 % increase.
- There were 693 Deprivation of Liberty Safeguarding (DoLS) applications during 2017/18, a decrease of over 14 % on 2016/17.
- The number of completed section 42 enquiries (around suspected safeguarding concerns for vulnerable adults) per 100,000 population has risen significantly from 189 in 2016/17 to 235 in 2017/18.

## Key Achievements in 2017/18

- We are continuing to see a gradual increase in how we apply the principles of “Making Safeguarding Personal”, which includes ensuring that we ask people what their desired outcomes are when they experience a safeguarding incident. This has increased from 77 % last year to 84 % for 2017/18.
- Additionally, we have seen a 10 % increase in the number of cases where the individuals desired outcomes were fully or partially met, raising from 83 % to 93 % for 2017/18.

# Protecting Adults who may be at risk

## In 2018/19 we will:

The next twelve months will address what our service users, carers and Hackney residents have told us, which includes:

- Regular communication from City and Hackney Safeguarding Adults Board about what they are doing to keep people safe.
- To have simple safeguarding information in order to be informal ambassadors in the community for safeguarding.
- To have safeguarding information advertised across the boroughs.
- An effective service user group to be critical friends to the Board.
- Partners to have a better understanding of advocacy so as to improve usage of advocacy services where individuals could benefit from it.



We have developed a new engagement strategy to ensure that residents, service users and carers have their voices heard within the work of the council and the Safeguarding Board.

# Protecting Adults who may be at risk



## Feedback

### We said...

**Ensure awareness of adult safeguarding is raised across all communities in City and Hackney, particularly to “hard to hear/hard to reach” communities, groups and individuals.**

### We did...

The City & Hackney Safeguarding Adults Board (CHSAB) trained Safeguarding Champions to take the message that safeguarding is everybody’s business out to the community. This included many voluntary organisations. Additionally, the Chair of the Board and the Board Manager visited community groups to tell them about safeguarding and the work of the Board, including faith groups.

**Safeguarding Adult Review (SAR) action plans will be implemented, the learning disseminated and the CHSAB monitors the impact of learning, with a view towards this being an integral “business as usual” approach amongst partners.**

The Board has delivered a number of multi-agency awareness raising sessions to promote the findings of the Safeguarding Adults Reviews that were published last year. This was well received, and will be followed up by multi-agency audits to ensure that the learning is embedded in practice.

**Service users and residents wanted us to establish a user group so that they are included in the work of the Board, and improve our website and its content.**

We have set up a Service user/ carer/patient subgroup of the Board to enable us to hear the views of users and carers. We have also reviewed our website with service users and changed it so that it is clearer about safeguarding and service users’ rights. We are also getting better at ensuring that people are asked what their desired outcomes are when they raise a safeguarding concern.

**We would ensure that access to advocacy is supported for those who need it.**

We have commissioned a new advocacy provider to promote advocacy across the council, and have begun to see an increase in the referral numbers.

**Develop proactive preventative approaches for socially isolated residents.**

We recognise that social isolation is an issue that affects people of all ages and can have terrible health consequences we are working with Hackney Connect to promote opportunities for people to feel less isolated in the borough. Working together with our partners the City and Hackney Clinical Commissioning Group (CCG) we developed a community grants scheme called the Healthier City and Hackney Fund. This seeks bids from charities and social enterprises to test new approaches to tackling complex health and social issues. One of the ‘priority issues’ is tackling loneliness in the Under 50s.

# Protecting Adults who may be at risk

## You said...

**The City & Hackney Safeguarding Adults Board website and content need to be redesigned.**

**You need to find a better way of engaging service users, their informal carers and Hackney residents in the work of the board.**

## We did...

We have refreshed the CHSAB website and its content based upon feedback from users of our service.

We began the development of a user group. We are hoping to engage people who have experienced the safeguarding process in order that their feedback is used to inform any required service approach/support where necessary.



# Protecting Adults who may be at risk

## City and Hackney Safeguarding Adults Board

The work of the Board is driven by its vision, that in the City and Hackney:

**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.**

All local authorities are required to have a Safeguarding Adults Board. Our Board covers the City and Hackney. It is called the City and Hackney Safeguarding Adults Board (CHSAB). It is made up of partners who work together to keep people safe in Hackney and the City. Membership includes the Police, Health, Fire Brigade, housing, care providers, the voluntary sector, Healthwatch independent public and patient representatives and other partners.

The purpose of the Board is to make sure that:

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

### In 2017/18, the Board has:

- Trained Safeguarding Champions to take the message that safeguarding is everybody's business out to the community.
- The Chair of the Board and the Board Manager have visited community groups to tell them about safeguarding and the work of the Board.
- We have responded to the views of service users and set up a User/ Carer/Patient subgroup of the Board to enable us to hear the views of users and carers.
- We reviewed our website with service users and changed it so that it is clearer about safeguarding and service users' rights.
- We have supported staff to develop their learning to be able to work effectively with people who use safeguarding services.
- We have reviewed the information that we have received and sought improvements where required for example through audits or analysis.
- We met our legal duty to commission safeguarding adult reviews (SARs) and we have considered referrals, two of which progressed to a SAR and we will report on them in the 2018-19 report.
- The City arranged an event on Financial abuse which was very well received and had a winter long campaign to address the needs of rough sleepers.

# Protecting Adults who may be at risk

CHSAB Annual report 2017/18

[www.hackney.gov.uk/chsab-about#ar](http://www.hackney.gov.uk/chsab-about#ar)

**In 2018/19 the Board will be shaped by the following principles:**

- Principle 1: “We will raise awareness of adult safeguarding and together will learn from experience”
- Principle 2: “We will promote a fair and open culture”
- Principle 3: “We want to improve the competency of all those involved in adult safeguarding activities”
- Principle 4: “We will understand how effective adult safeguarding is across the communities we work with”

# Protecting Adults who may be at risk

## Safeguarding Adults Team (Hackney)

Call: **020 8356 5782**

(New Referrals – Hackney Social Services)

Call: **020 8356 2300** (out of hours)

Email [adultprotection@hackney.gov.uk](mailto:adultprotection@hackney.gov.uk)



## City and Hackney Safeguarding Adults Board (CHSAB)

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

[www.hackney.gov.uk/safeguarding-adults-board](http://www.hackney.gov.uk/safeguarding-adults-board)

Call: **020 8356 6498**

Email: [chsab@hackney.gov.uk](mailto:chsab@hackney.gov.uk)

## Glossary - Meaning of unfamiliar words used in the local account

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

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

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

**Apprenticeships** - Apprenticeships are work-based training programmes, leading to nationally recognised qualifications.

**Apprenticeship levy** - The Apprenticeship Levy is a UK tax that employers pay. Some of this tax can be used to fund apprenticeship training.

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

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

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

**Carer** - Someone who provides unpaid support to a family member or friend who are unable to manage without this help.

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

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

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

**DoLS (Deprivation of Liberty Safeguards)**

- Is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm.

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

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

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

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

**The Government's Green Paper on the future of Adult Social Care funding** - The government will publish a green paper on the care and support for older people. Originally planned to be published in the summer of 2018. The (delayed) paper will set out plans for how government proposes to improve care and support for older people and tackle the challenge of an ageing population.

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

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

**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.

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

**High Impact Change Model** - The High Impact Change Model offers a practical approach to manage transfers of care. It can be used to self-assess how local care and health systems are working now, and to reflect on, and plan for, action they can take to reduce delays throughout the year.

**HIP** - Hackney Independent Forum for Parents/Carers of Children with Disabilities.

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

**Integrated care** - Care and support provided jointly by Health and Social Care services.

**Integrated Commissioning** - The local organisations that commission (plan and buy) Health, Social Care and Public health want to join-up these services more around people. Integrated commissioning arrangements between NHS City and Hackney Clinical Commissioning Group (CCG), Hackney Council (LBH) and City of London Corporation (COLC) started on 1 April 2017.

**Joint Strategic Needs Assessment (JSNA)**

- A detailed document that describes the health and wellbeing needs of the local population, providing a 'big picture' of local needs and includes environmental conditions that shape health and wellbeing. This document is used to improve the way the Council and the NHS commission and deliver services for local people.

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

**Mental Health Network** - The Mental Health Network represents providers from across the statutory and non-statutory sectors.

**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.

**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.

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

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

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

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

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

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

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

**Residential care** - Care provided in a care home.

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

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

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

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

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

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

**SEND** - Service users who have Special Educational Needs and/or Disabilities (SEND)

**SENDIAGS** - The Hackney SEND Information, Advice and Guidance Service (SENDIAGS) is an arm's length service providing impartial and confidential information, advice and support to parents and carers of children with Special Educational Needs and/or Disabilities (SEND) and young people and children with SEND

**Shared Lives** - Hackney Adults Placement Scheme provides adult Shared Lives services, formerly known as Adult Placements. This means adults who may have learning disabilities or mental health issues receive care and support provided by individuals,

couples and families who have been approved and trained for that role. The service is run and managed by the London Borough of Hackney.

**Strengths-based practice** - Strengths-based practice is a collaborative process between the person supported by services and those supporting them, allowing them to work together to determine an outcome that draws on the person's strengths and assets.

The term 'strength' refers to different elements that help or enable the individual to deal with challenges in life in general and in meeting their needs and achieving their desired outcomes in particular. These elements include

- their personal resources, abilities, skills, knowledge, potential, etc
- their social network and its resources, abilities, skills, etc
- Community resources from local voluntary community organisations

**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 grow from childhood and transition into adulthood.

**Transformation Board** - The Transformation Board is made up of Senior Managers from the Health and Social Care organisations who meet regularly to discuss initiatives to improving services for residents.

**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.

