

TITLE OF REPORT Update on Connect Hackney findings	
HEALTH AND WELLBEING BOARD - 16 June 2022	CLASSIFICATION: Open
WARD(S) AFFECTED All Wards	
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1. INTRODUCTION AND PURPOSE

This paper provides an update to the agenda item from January 2022 in which Connect Hackney presented their Phase 2 Reach and Impact report and the recommendations that they wanted the Health and Wellbeing Board to accept and take forward. The action from the meeting was that a response be provided to the paper within the next 6 months with discussions on monitoring and impact during this time.

2. RECOMMENDATIONS

The Board is asked to:

- consider and discuss other opportunities for these recommendations to be taken forward by partners sitting on the Board as these are cross-cutting asks.
- agree to embed the principles of these recommendations into broader work programmes undertaken by the system.
- note that an update on the Ageing Well strategy is on the forward plan for a future Health and Wellbeing Board meeting and that some of these

recommendations will fall into the broader delivery plan where updates will be provided.

3. BACKGROUND

In January 2022, Connect Hackney presented their Phase 2 Reach and Impact report and the recommendations that they wanted the Health and Wellbeing Board to accept and take forward. The 14 recommendations they made to the Board were:

1. Consider how local, low cost and accessible leisure activities for older people can be integrated into health and wellbeing commissioning plans/strategies
2. Consider how commissioning plans/strategies can support older people's digital inclusion.
3. Consider how commissioning plans/strategies can resource community organisations working with ethnically minoritised communities
4. Include home visits in the design of system navigation services
5. Commission service navigation schemes that include provision for people who do not speak English in order to reach communities known to be at high risk of social isolation.
6. Adopt a person-centred approach in the delivery of services working with isolated older people.
7. Identify, and find ways to overcome, barriers between LBH social prescribing services and voluntary and community sector activities.
8. Identify, and find ways to overcome, barriers to referrals between the LBH learning disabilities service and voluntary and community sector activities.
9. Ensure that social care packages include support for older people with learning disabilities to attend community activities.
10. Use Ageing Better Camden's outreach toolkit to train staff undertaking resident engagement work.
11. Use Ageing Better Camden's warm welcome toolkit to train staff working with older people.
12. Consider how libraries can be used as venues to promote voluntary and community sector projects
13. Include 'increased social connections' as a default outcome of all commissioned community activities.
14. Embed Connect Hackney learning on how to maximise opportunities for social connections into the design of all commissioned community activities.

4. UPDATE AND PROPOSED NEXT STEPS

The learning from the Connect Hackney programme around what works to support older people around reducing social isolation and loneliness is one that the Council and partners are keen to implement and embed as key principles. The learning from this work and the recommendations align strongly with the Council's Ageing Well strategy and it is important that the strategy delivery is agile enough to accommodate new recommendations that come out of learning and programme pilots in the borough. The implementation and delivery of these recommendations therefore will sit in the overall delivery plan for the Ageing Well strategy and will look at bringing in key partners that contribute to meeting these recommendations, recognising it is a system effort to consider and respond to older people's needs and interests. The updates below show where we have got to in meeting these recommendations, however recognise a full discussion with partners is needed that will look at how these recommendations can be more fully met.

1. Consider how local, low cost and accessible leisure activities for older people can be integrated into health and wellbeing commissioning plans/strategies

The Council already provides local, low cost and accessible leisure activities for older people:, for instance, 50+Club, Free Swimming, New Age Games, Walking Together, Concessionary Access to Leisure Centres. The council also funds a range of resident led over 50s clubs that is funded through the resident engagement team. The Council's Ageing Well Strategy looks at how we make the borough more age-friendly and how we work with partners to consider and respond to the needs and interests of older residents. Part of this wider approach is also encouraging co-production. Examples of other strategies and council programmes that are considering older people's wider wellbeing through leisure activities include:

- gym equipment being fitted in parks through our parks strategy and ensuring they are accessible to our residents,
- Plans to pilot a health-based programme of activity in Hackney Marshes that focuses on ageing well
- Kings Park moving Together is currently looking at a programme of activity that is specific to older people and linked to the pilot above.
- Relaunching Hackney Circle (*a Cultural Pathway for Hackney residents, with a view to supporting older residents to access the benefits of engaging in Hackney's vibrant cultural life*).

City and Hackney's Public Health team also commission The Sharp End to deliver low cost activities for over 55s in Hackney, and provide a number of physical activity classes each week. Public Health is currently reviewing the physical activity provision to ensure that physical activity commissioned is reaching those who experience inequalities related to physical activity.

2. Consider how commissioning plans/strategies can support older people's digital inclusion.

Digital buddies will continue to be rolled out across the borough; the Council currently have 7 sessions running. Digital Buddies is a volunteering programme offering face-to-face practical help supporting local residents providing help with online tasks ranging from paying bills, looking for jobs, creating formal documents, or filling in online forms. Residents are also supported with online tasks such as creating new emails, showing them how to block spam, or downloading or installing new software such as Zoom or WhatsApp.

The Council is also continuing to recruit volunteers to run the programme to cover additional sessions to start, including at Hoxton Hub and Hackney Central/Stamford Hill libraries. Currently the adult skills team are also working with the Resident Participation team to look at courses to be delivered at community settings and offer bespoke courses for the residents on site. The team are also currently in discussions around how staff can further support the Hackney Service Centre front of house team in dealing with resident queries and offering support to residents. There is also an active conversation with the library service to partner on delivering adult learning courses across more library sites to ensure further digital access to residents.

In terms of wider work around digital inclusion, the Council is working actively with all three broadband companies to ensure that broadband offers are made for all residents and there is free access if given to community centres in the borough.

3. Consider how commissioning plans/strategies can resource community organisations working with ethnically minoritised communities

All Grants in the [VCS Grants Programme](#) have a focus on key equalities aims which include supporting ethnically minoritised communities. Although grants are open to all eligible applicants, when scoring applications the assessors look at [information on key inequalities](#) provided by the council's corporate plan and use this to inform decision making. In addition to this, when grants panels make their final decisions on who to award funding to, they look at applications holistically to ensure that there is a spread across the borough and in key equalities groups. A recent example of this can be seen in the [Equalities Impact Assessment](#) written for the most recent round of open grants programmes in May 2022.

The council also have an inclusive economy strategy and anti-racism plan in which these factors are considered as key.

4. Include home visits in the design of system navigation services

This action will need to be followed up with discussion on what might be possible with partners, including the CCG and Neighbourhoods programme and ask that a lead for this recommendation is agreed at the Board meeting. The action can also be tracked through our Ageing Well oversight partnership group that has undergone a process of review and being stood up in the summer.

5. Commission service navigation schemes that include provision for people who do not speak English in order to reach communities known to be at high risk of social isolation.

This action will need to be followed up with discussion on what might be possible with partners, including the CCG and Neighbourhoods programme and ask that a lead for this recommendation is agreed at the Board meeting. There is a recommendation that tracking for this action happens through the Health Inequalities Steering Group.

6. Adopt a person-centred approach in the delivery of services working with isolated older people.

The Council have been focusing on preventative approaches with residents that are person-centred and strength based and this continues to be a strong aim. This example below highlights the principles the council is adopting in person-centred approaches:

A recent council pilot looked at early intervention in hoarding, by providing therapeutic decluttering and broader holistic support to low level hoarders. The project looked at a flexible process, for instance changing the eligibility criteria mid-way so that residents could self-refer themselves for support and looking at the holistic support required for someone who might have a hoarding disorder. Hoarding disorder has been a recognised mental health condition since 2013 and tends to affect older adults who experience at least one other mental health condition who live alone. We know that all the major triggers for hoarding disorder - loneliness, isolation, bereavement and other pressures on mental health - have been intensified by the pandemic.

There is an opportunity to also look at how wider learning can be cascaded, shared and discussed with Council services through our Ageing Well oversight partnership group that has undergone a process of review and being stood up in the summer.

7. Identify, and find ways to overcome, barriers between LBH social prescribing services and voluntary and community sector activities.

This action will need to be taken forward by the CCG and neighbourhood team that commission social prescribing and ask that a lead for this recommendation is agreed at the Board meeting. The action can also be tracked through our Ageing Well oversight partnership group that has undergone a process of review and being stood up in the summer.

In terms of future programmes of work relevant to this action, there are plans of the neighbourhood team working with the Council's Culture team on the relaunch of Hackney Circle (*a new Cultural Referral Pathway for Hackney, with a view to supporting isolated older residents to access the benefits of engaging in Hackney's vibrant cultural life*) representing community navigation and thinking about how to link Hackney Circle resources up with community navigation.

North East London are also currently working on a community chest to fund organisations/groups/activities that social prescribers refer to. This will be a pilot process and so roll out will be gradual across the borough.

8. Identify, and find ways to overcome, barriers to referrals between the LBH learning disabilities service and voluntary and community sector activities.

This is currently being discussed with colleagues in Adult Social Care about how this recommendation can be taken forward.

9. Ensure that social care packages include support for older people with learning disabilities to attend community activities.

The Council currently does this if there is an identified need under the care act, but only for people who are eligible for Adult Social Care. The council does aim to focus on a strengths-based approach, and look at what other provision the resident can access from non-statutory services.

10. Use Ageing Better Camden's outreach toolkit to train staff undertaking resident engagement work.

The Council's Resident Engagement team have reached out to Ageing Better Camden to understand how the toolkit can be used by the team and also commissioned providers who deliver resident engagement work to older people.

11. Use Ageing Better Camden's warm welcome toolkit to train staff working with older people.

The Council's Resident Engagement team have reached out to Ageing Better Camden to understand how the toolkit can be used by the team and also commissioned providers who deliver resident engagement work to older people.

12. Consider how libraries can be used as venues to promote voluntary and community sector projects

The Libraries strategy aims to provide inclusive, flexible and innovative physical and online spaces for residents and the voluntary and community sector. Fundamentally, there are opportunities to inspire, innovate and encourage more local people to take up a broader service offering as part of an overall more inclusive approach.

In July 2021 the Council launched an extensive Libraries conversation with our residents, including current users and those that don't use libraries, to hear what those that use the service and those that do not use the service have to say - what areas of the service they value and where we can make improvements. Over 8,500 respondents were engaged in our public engagement programme which included surveys, focus groups, schools workshops, community interviews and street engagement. This also included conversations with older people's groups, including the Council's ageing well group; Hackney Older People's Co-production Committee.

Top three reasons for all respondents to use Libraries were:

1. Reading and literacy
2. Creative and cultural enrichment
3. Digital access and study/workspace

Libraries as culture and community hubs

All stakeholders were keen to attend more interactive, cultural events and arts exhibitions for children, young people and adults. Cultural organisations want to offer a variety of experiences that celebrate the cultural heritage of local people and reduce barriers to creative education. Library users of all ages wanted to make Libraries community hubs and create more comfortable spaces to socialise and network. Community groups and businesses valued the Libraries and their role as a non-judgmental community venue, providing a wide-ranging offer and access to meeting rooms and digital resources.

Commitments for Libraries in the new strategy that are relevant to encouraging healthier and happier lives are:

- Promoting the preventative role of library activities - socialisation, maintaining routine, enrichment
- Providing self-help resources (physical and digital) and structured Health and Wellbeing Resources and referrals
- Creating an affordable space in trusted settings for community groups and community-led activities
- Deliver a vibrant Community Library Service - mobile distribution of bookstock

by library officers for housebound residents

13. Include 'increased social connections' as a default outcome of all commissioned community activities.

There is an opportunity to discuss this with Council services through our inclusive economy strategy and our Ageing Well oversight partnership group that has undergone a process of review and being stood up in the summer.

14. Embed Connect Hackney learning on how to maximise opportunities for social connections into the design of all commissioned community activities.

There is an opportunity to look at how this learning can be cascaded, shared and discussed with Council services through our Ageing Well oversight partnership group that has undergone a process of review and being stood up in the summer.

BACKGROUND PAPERS

In accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) England Regulations 2012 publication of Background Papers used in the preparation of reports is required

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