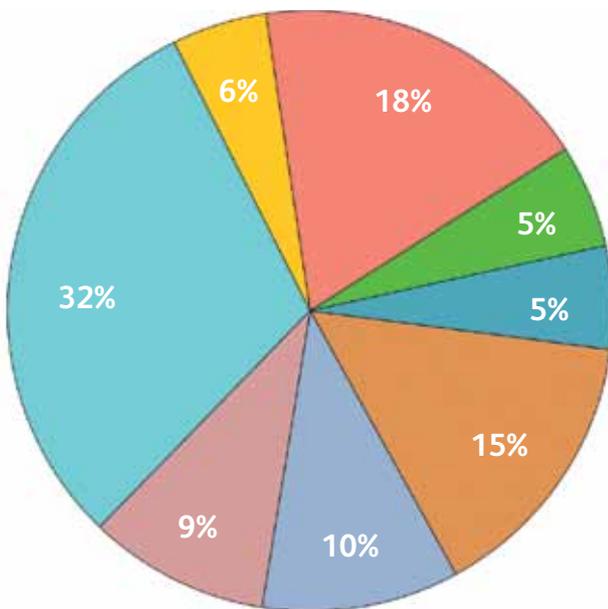


Overview

What we spent in 2012-13

Our total spend for adult social care last year was £108 million, 33 % of the total council spend. We supported 9,000 people with social care and housing, issued 5,000 [Freedom Passes](#) and provided social care services to 7,216 people aged 18 years or over. 5,380 people received an ongoing service such as home care, residential care and telecare. Many received more than one of those services. We had 900 staff working in adult social care including social workers, therapists, care managers and support staff.

2012-13 Cost of social care



Key

- £19.2m (18 %) ongoing services for 483 people with learning difficulties
- £5.6m (5 %) ongoing services for 501 people with mental health needs
- £5.8m (5 %) short term support services, 2,214 people
- £15.6m (15 %) Supporting People services, 9,000 people
- £11.0m (10 %) Freedom Pass scheme, 5,000 people
- £10.1m (9 %) staff costs, 900 people
- £34.0m (32 %) ongoing services for 2,754 older people
- £6.4m (6 %) ongoing services for 821 disabled people

The total is greater than 5,380 as some people receive more than one service

What we will spend in 2013-14

Next year we will spend £107 million. One in every six pounds we spend comes from council tax. The rest comes to us from central government, along with a relatively small supplementary amount from other sources such as the NHS and community grants.

Transparency, savings and value for money

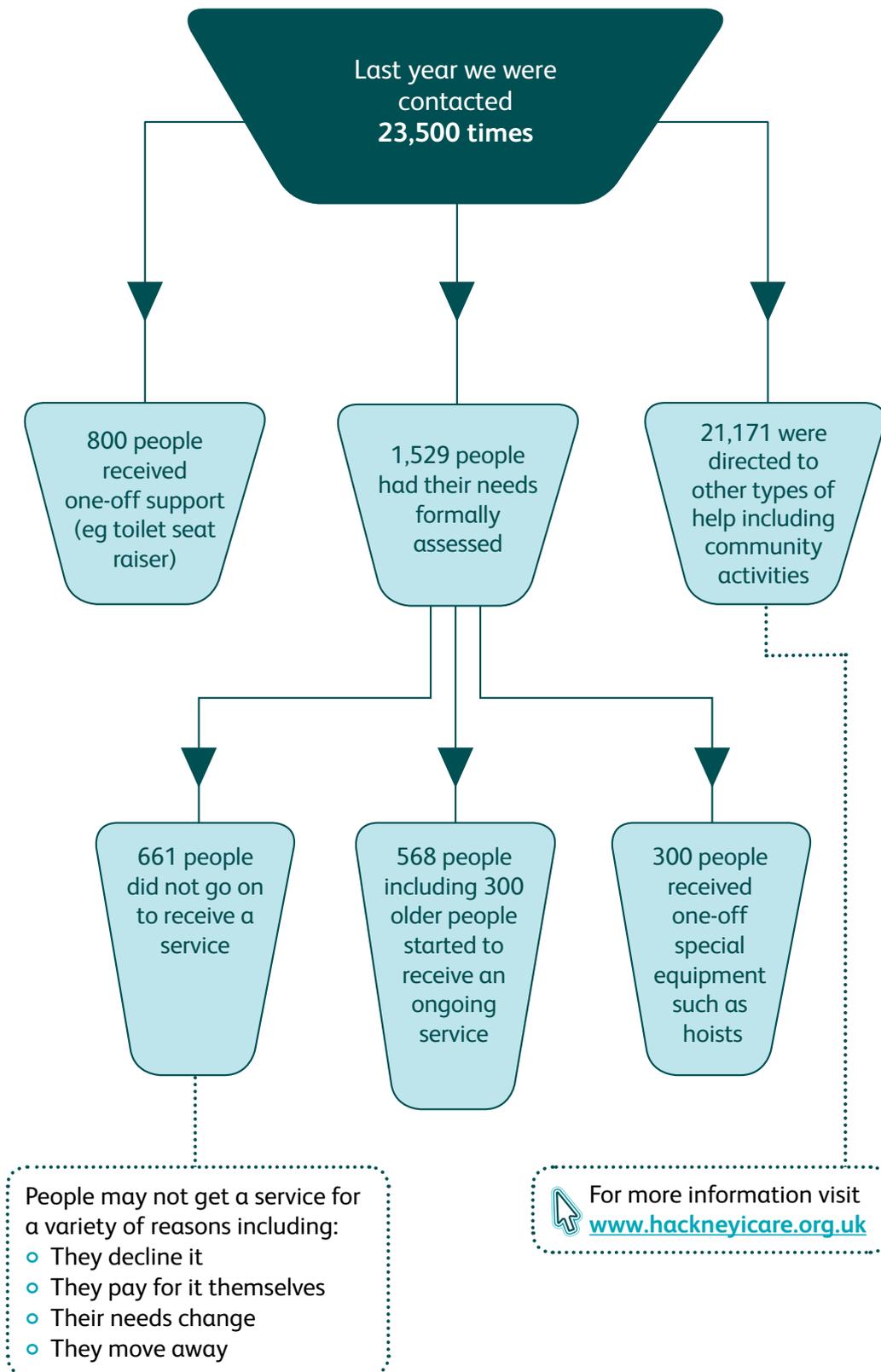
Adult social care services have saved £6.3 million in the last three years and we have plans in place to deliver a further £4.3 million in 2013-14. We saved this through achieving better value for money when buying services. Our future plans are set out in the individual fact sheets.

The way we deliver adult social care has to change to meet our savings target and ensure value for money so we can manage future demand and changing needs more effectively.

We are changing the way we assess people so the most vulnerable are supported to remain independent for longer. Our overall aim is to support people who are most vulnerable, most at risk and with very complex needs. People with lower level needs will be signposted to, or provided with, alternative services. Read more in Hackney's [Adult Social Care Commitment Statement](#).



How many people started to receive a service in 2012-13?



Message from Councillor Jonathan McShane Cabinet Member for Health, Social Care and Culture



In this year's local account, you will find details of how we support Hackney residents with care needs. You told us you wanted the local account to be shorter and clearer, so this year we have broken down the account into fact sheets to make it easier for you to find information that interests you.

We are proud of our many achievements last year, but we are not complacent. In this local account you can read about our achievements and about things we do less well and intend to improve on.

We hope you enjoy reading the account.

Message from Kim Wright Corporate Director, Health and Community Services



I am proud to present our 2012-2013 local account of Adult Social Care Services. We are pleased we are able to help more people with care and support needs to remain living at home or in the community with greater choice and control over services they use. We have used this local account to explain what we plan to do next year, along with how well we've done in achieving what we said we'd do in last year's local account.

Our priority remains to promote independence, developing services that enable people to live well with minimal interference, helping them to recover, recuperate and rehabilitate when they are able.

Message from Emma Craig Chair, Healthwatch Hackney



We welcome this well presented and clear local account showing the breadth and depth of adult social care services in Hackney. It is good to see included the user forums' recommendations to be transparent about budgets and cuts, to break up the text and to use the social model of disability language code. We welcome the fact sheets which make the information more accessible. We all know how hard it can be, especially for a vulnerable person, to raise a concern about their situation or a service. That is why service user involvement and independent feedback are vital.

We look forward to working with the council to illustrate their ongoing work to involve service users in next year's account.

What is [Healthwatch Hackney](#)?

Healthwatch Hackney is an independent organisation set up to give residents a chance to share their views about local health and social care services. Healthwatch will keep an eye on services, push for improvements and make sure local people from all communities have their say. It will work with existing networks and conduct surveys to ensure wide participation.

What we have done well

Helped people to stay independent

The main aim of our work over the last few years has been to provide services that help people to stay in their own homes.

Last year we:

- Helped 247 people return home with no further support after a stay in hospital
- Helped more older people avoid the need for residential care. Last year numbers in care fell by 52, from 464 to 412
- Helped eight people with learning difficulties move from residential care homes into their own supported accommodation

Read more about Promoting Independence in our [Adult Social Care Commitment Statement](#)

Improved the quality of home care in Hackney

Last year we launched a dedicated complaints phone line for the 1,300 people who receive home care services in Hackney, of which 1,006 were older people.

We set up the line after Hackney LINK raised concerns that people who received home care services often felt too vulnerable to complain directly to their home care agency. People can now use the complaints line to tell us about poor care, missed visits or any other problems which we then raise with the agency.

Between mid-November 2012 and mid-March 2013 we responded to 31 complaints about home care via the complaints line and have improved services as a result of the feedback.

[Read more about home care online](#)

Improved information for people with support needs

In March 2013 we launched [Hackney iCare](#), a new interactive website which brings together useful information on the borough's many adult social care, health, cultural and wellbeing services. Residents use iCare to find services, refer themselves to adult social care and create their own wellbeing plans. Private and voluntary sector service providers use iCare to promote their services and to help people find services that improve their health and wellbeing and become more independent.



Visit www.hackneyicare.org.uk to find out more.

Helped more isolated residents

In 2012-13, Hackney Council's [Community Library Service](#) saw a 10% increase in new registrations. More than 550 Hackney residents unable to get to their local library now get free monthly home deliveries of books, audio books, DVDs, videos, puzzles and magazines. The team also runs reminiscence sessions, a telephone reading group and IT training with Age UK.

What you told us about our services

Every year the government asks us to carry out a survey to see what people think about our adult social care services.

This year we asked a random sample of 1,067 people receiving ongoing services to complete the survey. 381 people responded:

- **58%** said they were satisfied with the care and support they received

- **68%** said they had control over their life
- **81%** said our services made them feel safe and secure

[Detailed results are available online](#)

We are developing an improvement plan to improve satisfaction and other areas in 2013-14.

What we need to improve

The Council complaints procedure is good. You feel like you have been heard

Complaints

We provide services to 7,216 adults with care needs, so little wonder that sometimes things go wrong and people need to complain. During 2012-13, we received 212 complaints, around 2.9 % of all people who use our adult social care services. With every complaint there is a lesson to be learned. Below we highlight two services that attracted complaints last year and explain how we responded.

[Find out more about how to complain online](#)

Learning from complaints - [blue badge applications](#)

In 2012 we started getting complaints about the time we were taking to process blue badge applications. Blue badges help disabled people park closer to their destination. We try to process 70% of blue badge applications within six weeks but we were only managing to process half of these within six weeks.

We took a closer look and found significant delays were caused by supporting documents not being sent to us on time. We cleared the backlog and wrote to all applicants reminding them of the importance of providing all their documents within 10 days of submitting their form. This worked well and by November we were processing 80% of applications within six weeks and complaints about blue badge applications fell significantly.



Learning from complaints - [aids and adaptations](#)

Aids and adaptations help people live safely at home and regain independence after illness or injury. People tell us they are happy with the quality of home adaptations but last year we received complaints about the long delay getting work approved in the first place. Only experienced occupational therapists can assess people's needs and authorise the work. Like many councils, Hackney has struggled to recruit therapists. Last year we recruited only five out of the 12 occupational therapists we needed so we hired an external company to take on some of the work. During 2013-14 we will work hard to recruit more occupational therapists and expect to see waits reduce.

Your views count

We receive feedback and views about our services in different ways including:

Annual surveys

We conduct statutory surveys including the annual Adult Social Care and Carers surveys which measure satisfaction rates and quality of life among our service users and carers. These surveys follow strict guidelines laid down by the Department of Health covering sampling, mandatory questions and confidentiality. All surveys are anonymous. Some service providers conduct their own surveys but we are aware that people may feel uncomfortable giving honest feedback in these circumstances. Our annual surveys are carried out independently of our providers.

Day to day feedback

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



Service user involvement

We involve people who use our services in different ways including routine meetings with local forums and specific consultations.

In 2012-13 we:

- Consulted service users and carers on the design and content of this local account
- Worked with service users to get their views on redesigning Floating Support services
- Ran workshops to get carers' ideas on developing new carers' services
- Conducted various surveys (see above) as well as a survey on Floating Support
- Funded a community-led survey on home care and supported living environments carried out by community volunteers
- Started using feedback from our new [home care complaints line](#) to improve home care services
- Worked with a range of user groups on developing and redesigning our services including our new Targeted Preventative Services
- Ran and supported user involvement events and forums including the Older People's Reference Group and Big Do
- Involved mental health service users in planning and developing Hackney's World Mental Health Day event

We are working with [Healthwatch](#) Hackney and the voluntary sector to develop our User and Carer Involvement Framework to further involve users, carers and key partners in developing, designing and improving all services. We held the first meeting of the User and Carer Reference Group in August 2013. Members are representatives from a range of service user and carer groups and forums.

Personalisation

People are now getting more choice and control over the care they receive through new budget arrangements (see diagram below).

This is known as ‘personalisation’ of social care services.

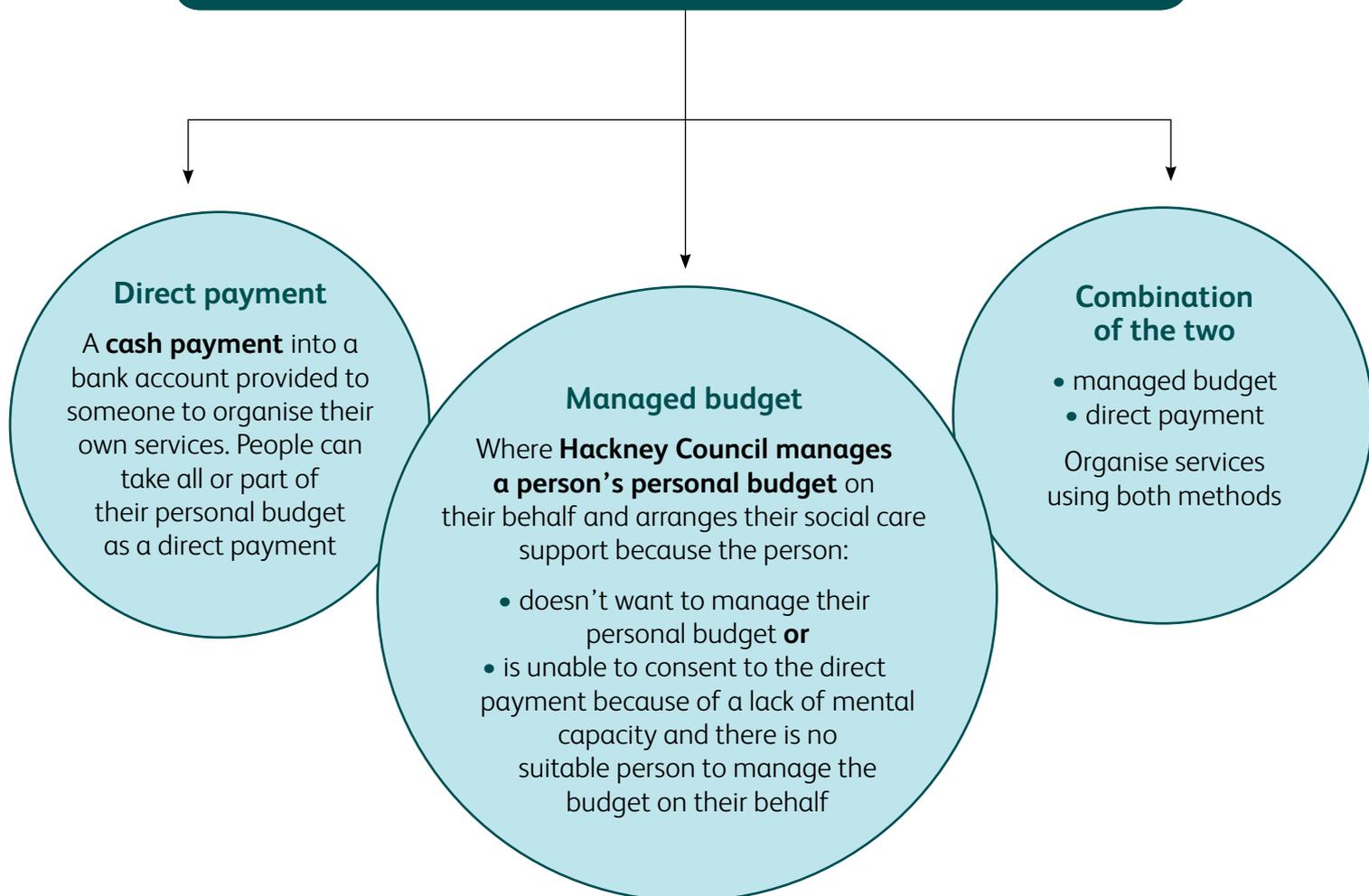
Our goal is to help people achieve greater independence to enable them to live well with minimal interference.

Self directed support

A system that offers people the opportunity to take control of and personalise their support, recognising they are best placed to understand their own needs and how to meet them. Most people receiving self directed support will have a personalised support plan and a **personal budget**.

Personal budget

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



Contact details and how to get a printed copy



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

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit www.hackneyicare.org.uk