

Working together for a better, safer Hackney – Transcript

- [inspirational music]

- [Shaun] In the '90s, people were afraid to come to Hackney. But now, people are attracted to Hackney.

- [Diana] Making sure that people are able to lead happy and healthy lives, that their mental, their physical health is good.

- [Michael] The nicer the place it is to live with green spaces, the better lifestyles that people have.

- [Folashade] We make sure we are cultural competent, to ensure that they live in a borough that is fair for everyone.

- What we're actually doing is we're paying electricity bills. By bulking our accounts together, we get a better price. Now that's fairer for the resident of Hackney. I love when I meet people and they say, where do you work? I say, I work for Hackney. That's what I love the most. My tiny, little significant actions pay into that bigger thing that's moved us forward, you know? To what it is today, we've done that in less than 20 years. It's huge.

- I work in the programme management office for Adult Services Transformation. I'll try and analyse what the issues are, where customers or staff are unable to carry out their day-to-day functions, and also most importantly, our customers accessing our services for adult social care, ultimately leading to Hackney residents living safer within their communities, and being able to access our services more fairly.

- Hackney Venues has a portfolio of buildings that residents and beyond use to celebrate their special days. In the summer of this year, we will have Abney Chapel, which is a Grade One listed ex-mortuary chapel, available to celebrate people's weddings and special occasions in the borough. Hackney Venues makes things fairer for our residents and our local businesses. We facilitated a jobs and opportunities fair in the Town Hall. It offered so much opportunity and benefit for our local residents, with 50 employees here with live vacancies, and a huge opportunity for our residents to benefit from.

- A lot of people have become homeless because they could have experienced a lot of trauma. They've got multiple complex needs. Some of the people are fleeing domestic abuse. Our reward is working with all the teams together and external partners to ensure that they sustain their accommodation, develop their independent living skills, and move on to settled accommodation. We work with everybody fairly and equally, regardless of their race, their culture, their religion, any disabilities, and their gender and their sexuality, so everybody is treated the same.

- We support the management and maintenance of our hostels to make sure that residents are safe in the accommodation. We do things outside our job description. For

example, one of my colleagues averted the resident from committing suicide. We also help residents with mental health problems. My favourite thing about the job is make sure they're happy, they're comfortable, and when they move on, will leave a good legacy in their life.

- I enjoy working with Hackney because in my role, I actually see a difference in our service users' lives. It's job satisfaction to actually see how they arrived at our scheme, and they've improved in the little time, and the comments that we get from the family because they've moved to live with us.

- We make sure that service users are safe in their own home and make sure we know where they're going to, liaising with the physiotherapists to provide appropriate aids and adaptations, like some of them might be prescribed a wheel walker to support their mobility. We liaise with general practitioners sometimes when we notice some of them are not eating properly for a referral to be made to a dietitian. In essence, this will promote their health and wellbeing.

- Behind me, you can see a little bit of what's going on in our estates. We try to reduce the amount of big shrubs where people might hide stuff, from knives to stolen goods, so the residents feel a bit more safer. We have the biodiversity, we have the pollinators come back, and the people, the residents, they're happy to see more colours, everything nice and neat.

- What happens with biodiversity areas is that they absorb more of the carbon, which is a lot better for air quality. And as you can see behind me, we have a set of conifers that have been planted, which actually do absorb a considerable amount of carbon. It is fairer for everybody who lives here because they have equal access to the green environment, and this increases people's wellbeing and increases their life expectancy.

- My name is Diana. I'm the Public Health Intelligence lead in Hackney. What my team does is to improve health outcomes for populations and communities, and also reduce health inequalities, a good start in life to all children and young people. We do know that some of the most vulnerable communities don't access some of these vaccinations. The vaccination rate's quite low. So in my team, we use insights into our local communities in order to tailor services for more equitable and fair outcomes for all the residents.

- Obviously, there's a big demand for social housing at the moment. Residents are waiting over 10 years in temporary accommodation for a two bedroom property. To be fair on them, we've created this new lettings policy, and also creating other options, so they can have settled accommodation. We want to give people the right information and advice to find the right housing options for their needs. When children live in good quality accommodation, it gives them the opportunity to flourish, be healthier, and they can fully benefit from our education system. It provides a space to grow roots, which forms communities, opportunities for employment, and it helps create more positive community relations. Better community relations ultimately means a safer borough for everyone.

- I'm working for a Fairer Hackney.
- I'm working for a Healthier Hackney.
- I'm working for a Safer Hackney.
- I'm working for a Greener Hackney.
- I'm working for Every Child in Hackney. [inspirational music]