

Author: Fabien Decodts, Healthwatch Hackney

Acknowledgements:

Healthwatch Hackney teams and volunteers
London Borough of Hackney: Various Teams
NHS North-East London: Various Teams
Hackney CVS
Volunteer Centre Hackney
Woodberry Wetlands PCN
Woodberry Wetlands Neighbourhood Forum and Action Group Members
Social Prescribing (Family Action)
Citizens Advice Hackney
Al-Mubarak Ibrahim (University of Westminster)

Neighbourhoods way of working

The Neighbourhoods way of working brings together residents, health and care services, local authorities and community organisations to improve the health and well-being of people living in Hackney and the City of London. It ensures that services work for local people by putting residents at the heart of decision-making.

Each of the eight Neighbourhoods in City and Hackney has its own strengths and challenges. We listen to residents, gather insights and work with partners to shape health and care services around the needs of local people. By focusing on what matters most to communities, we can help tackle health inequalities and strengthen (hyper)-local support networks.

By bringing people and services together, we aim to foster practical changes that improve access to services and enhance residents' quality of life.

2025 Update: Neighbourhoods Staff Handbook

The City & Hackney Neighbourhood Staff Handbook has recently been launched as a new resource to support staff in understanding and implementing place-based working within the Northeast London Integrated Care System (NEL ICS). The handbook includes useful insights, practical toolkits, frameworks, case studies, and evidence-based research from pilots, surveys, and resident engagement.

The handbook's content is structured around the Three Pillars of Neighbourhood Working:

- **Resident at the Centre**
- **Working Together**
- **Knowing Your Neighbourhood**

For further information, please contact Angela Clarke (angela.clarke70@nhs.net).

Purpose of this Insight Report

Produced annually by Healthwatch Hackney, the Neighbourhoods Insight Reports highlight key health and care issues affecting residents across Hackney and the City of London.

Commissioned by the Central Neighbourhoods Team, these reports bring together quantitative data, qualitative insights and case studies of local residents' experiences to help build a better understanding of health and well-being at the Neighbourhood level.

By highlighting key challenges, strengths and opportunities for collaboration, these insights aim to support Neighbourhood teams, service providers and local decision-makers in shaping services that better meet residents' needs.

About Healthwatch Hackney

Healthwatch Hackney is part of a national network of local Healthwatch organisations across England, dedicated to amplifying the voices of residents and service users. We listen to people's experiences—both positive and negative—of health and social care services and ensure their feedback reaches those with the power to create meaningful change.

As an independent champion for Hackney residents, our mission is to improve health and social care services and outcomes. We achieve this by making sure the voices of local people are heard, influencing decision-makers and working collaboratively to shape better services for everyone in the borough.

Contents (click title to jump to it)

Acknowledgements:	1
Neighbourhoods way of working	1
2025 Update: Neighbourhoods Staff Handbook	1
Purpose of this Insight Report	2
About Healthwatch Hackney	2
Contents	3
Summary	5
Glossary	6
Introduction	7
Who lives in Woodberry Wetlands?	7
Summary of key Neighbourhood demographic statistics	8
Health outcomes in Woodberry Wetlands	11
Long-Term Health Conditions in Woodberry Wetlands	11
Shared caseloads and high-intensity users	13
Confidence in managing long-term conditions	14
Contact with a health care professional	15
Support from local services	16
Conversations with health care professionals Vs perceived support for LTCs	16
Case Study – Isolation and LTCs in Woodberry Wetlands – Linking in with pharmacy services	Error! Bookmark not defined.
Health inequalities	17
Children and young people	19
Older people in Woodberry Wetlands	22
General population in Woodberry Wetlands	24
Language Barriers	28
Barriers to GP registration in Hackney	29
Citizen's Advice	30
Access to health services and support	32

Access to mental health services	32
Woodberry Wetlands: Residents' mental health experiences	33
Availability of mental health services	34
Mental health service demand across Neighbourhoods.....	35
Barriers to mental health services access	35
Alternative routes to mental health support.....	36
Access to GP services.....	36
Barriers to GP access.....	37
Comparing datasets – IPSOS MORI Vs Healthwatch Hackney	40
Additional roles reimbursement scheme (ARRS)	40
Access to sexual and reproductive health services (SRH)	40
Young People's Access to SRH Services	43
Access to pharmacy services	46
Sexual Health Community Pharmacy Project.....	47
Access to Adult Social Care.....	47
Access to Community Rehabilitation Services	49
Multidisciplinary Team Meetings in City and Hackney	50
Neighbourhood Assets in Woodberry Wetlands.....	53
Community hall hire	54
Community Health Champions.....	55
Social prescribing.....	56
Woodberry Wetlands VCS Services	57
Social Housing Providers in Woodberry Wetlands.....	60
Conclusion	61
Neighbourhood Challenges and Opportunities.....	62
Supporting Resident Engagement in City & Hackney Neighbourhoods ..	64

Summary

Hackney and the City of London are home to diverse and vibrant communities, each with distinct health and social care needs. At the Neighbourhood level, variations in demographic makeup, health outcomes and access to services are evident.

This report highlights key statistics and trends for Woodberry Wetlands Neighbourhood, drawing attention to differences compared to other Neighbourhoods. It integrates quantitative data from various sources, as well as insights from local Neighbourhood teams and feedback from Healthwatch Hackney's engagement with residents.

In addition to service data and resident experiences, the report also explores local assets, focusing on the role of voluntary and community sector (VCS) organisations in addressing health inequalities and supporting residents. By combining data with lived experience, this Insight Report aims to inform service planning, policy decisions and community-driven solutions to improve health and well-being in Woodberry Wetlands.

Glossary

Acronym	Title	Description
ASC	Adult Social Care	Support provided by different organisations to help people stay independent, safe and well.
ASQ	Ages and Stages Questionnaire	A developmental and social-emotional screening for children between birth and age 6.
BMI	Body Mass Index	A measure of body weight compared to height.
GP	General practitioner	GPs treat common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment.
MDM	Multi-disciplinary meetings	Regular meetings between different health care professionals to discuss individual patients.
NEET	Not in education, employment or training	Young people aged 16 to 24 years who are not education, employment or training.
NEL	North-East London	NEL covers eight local authorities in London: Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.
NHS	National Health Service	The publicly funded healthcare systems of the United Kingdom.
PCN	Primary care network	Group of GP practices, community, mental health, social care, pharmacy, hospital and voluntary services in a geographical area. There is one PCN in each Neighbourhood.
VCS	Voluntary and community sector	The VCS also referred to as the third sector includes organisations such as charities, social enterprises, not-for-profit organisations and voluntary and community organisation whose primary purpose is not profit driven.
PMI	Patient Master Index	A dataset that records information on patients registered at GP practices, including demographic details and diagnosed conditions, particularly in Primary Care. It provides insights into population health trends and service usage within a specific area.

Introduction

The London Borough of Hackney and the City of London form a single NHS health and care system, made up of eight Primary Care Networks (PCNs). Each area has its own characteristics and health needs. The eight Neighbourhoods in City & Hackney share their names and geographical boundaries with these PCNs. While structurally aligned, each Neighbourhood has distinct demographic profiles, health outcomes and levels of access to services.

In this report, the term *Neighbourhood* (with a capital 'N') refers not only to a geographical area but also to the wider network of voluntary and community sector (VCS) organisations, resident groups and professionals working together to improve local health and well-being.

It is hoped that the insights in this report will help Neighbourhood teams identify key characteristics of each City and Hackney Neighbourhood. This will support efforts to ensure that services and priorities better reflect the needs of local residents.

In this report, we look at the Woodberry Wetlands Neighbourhood, its population profile, health outcomes and inequalities, access to services and key Neighbourhood assets. We end with recommendations for how Neighbourhood working could improve population health in Woodberry Wetlands.

Who lives in Woodberry Wetlands?

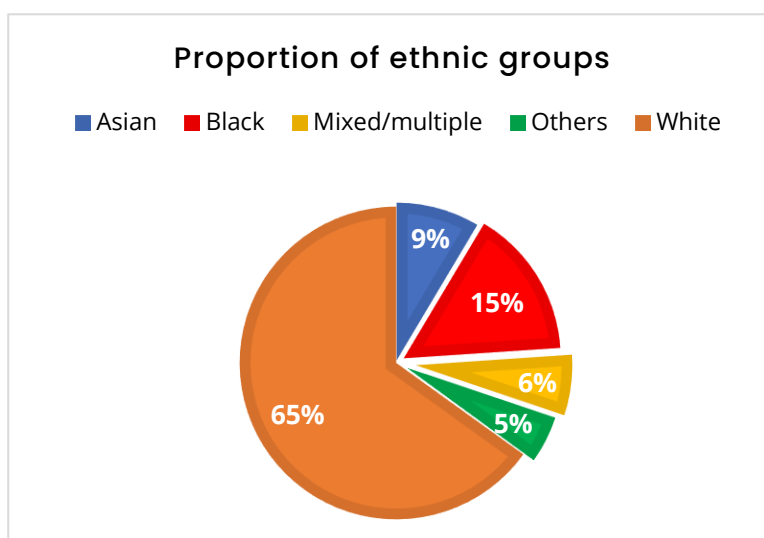
Woodberry Wetlands is a diverse Neighbourhood in terms of age, ethnicity, digital participation and English language skills. As of 2022, it was home to 34,400 residents—around 10% of the combined population of Hackney and the City of London—making it the smallest of the eight Neighbourhoods by population.

The majority of residents identify as White, with the highest proportion across all eight Neighbourhoods. Black residents make up 15.4% of the population, and Asian residents 8.6%, both below the borough average (see below table and graphs).

Summary of key Neighbourhood demographic statistics

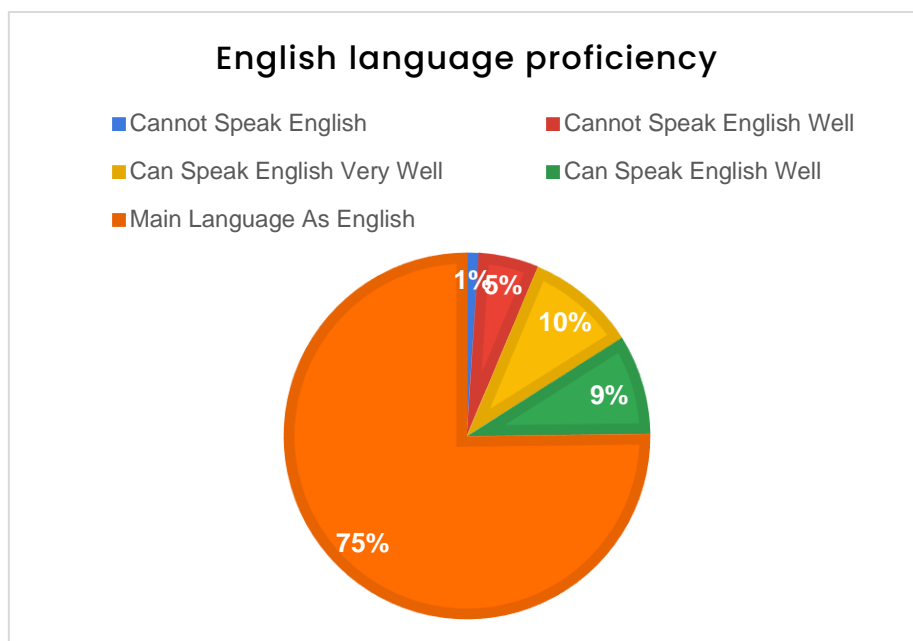
The Neighbourhood has a high percentage of young adults aged under 40 years old. Similar to many other Neighbourhoods.	31% of the Neighbourhood population is aged 25 – 39 years old.
The percentage of children aged under 18 is slightly higher than other Neighbourhoods.	19% of the population is aged under 18 years old.
Percentage of older people in Woodberry Wetlands similar to other Neighbourhoods	7% of population aged over 65 years old.
Digital inequalities are likely to be relatively high in this Neighbourhood.	3% of residents likely to have never used the internet. 36% of residents likely to be rare/infrequent users of the internet.
Moderate level of English proficiency in the Neighbourhood.	75% of residents speak English as their main language. 6% of residents cannot speak English or cannot speak English well.

Source: NEL Health and Care Partnership, Baseline Needs Assessment (Aug 2022)

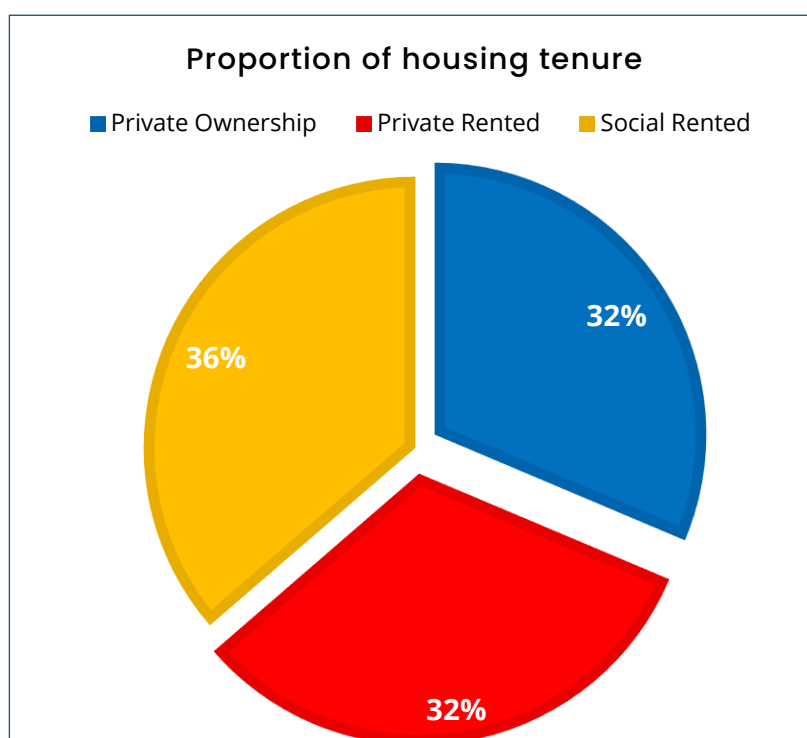


Source: Breakdown of Ethnicity in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

Health and care services should reflect the diverse needs of the local population. Building strong links with voluntary and community sector (VCS) organisations that work across different communities is key to achieving this.



According to the 2021 Census, 80.1% of Hackney residents speak English as their main language. Of the remainder, 15% speak it well or very well, 4.0% have poor English skills, and 0.8% speak no English at all. Residents in Woodberry Wetlands are less likely to speak English as their main language by comparison.



Source: *Housing Tenure in the Neighbourhood*, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

There is a relatively even split between residents living in social housing, private rental accommodation and privately owned homes. Slightly more people live in social housing, though this proportion is lower than in most other Neighbourhoods.

The area includes several blocks of temporary accommodation and has been undergoing significant regeneration, around Woodberry Down. Residents often raise housing-related concerns, including mould, disrepair, overcrowding, harassment, safety, anxiety and poor accessibility.

“When my flat was damp and mildew which seriously affected my health, I contacted my GP who referred me to see a consultant at Homerton Hospital. Then I contacted my local councillor who then contacted Housing.”

Woodberry Wetlands resident

Several factors contribute to health inequalities for people living in poor-quality housing in London, including high housing costs contributing to poverty, fuel poverty, overcrowding, disrepair, safety hazards, a lack of accessible accommodation, damp and mould, energy inefficiency and a high proportion of residents in temporary housing. Beyond these physical conditions, residents have also highlighted the significant psychological toll of struggling to secure suitable housing.

The [Health and Housing Impact Network](#) addresses the link between poor housing and health inequalities, supporting professionals through place-based and Neighbourhood-level approaches. In 2023, it launched the [Housing and Integrated Care Programme](#) to strengthen collaboration between housing, health and social care. The network provides [resources](#), [training](#) and peer-learning to tackle housing-related health issues. More details are available on the [Future of London](#) website.

Health outcomes in Woodberry Wetlands

Long-Term Health Conditions in Woodberry Wetlands

About 15 million people in England have a long-term condition (LTC). Long-term conditions or chronic diseases are conditions for which there is currently no cure and which are managed with drugs and other treatments.

LTCs are more prevalent in older people (58% of people over 60 compared to 14% under 40) and in more deprived groups (people in the poorest social class have a 60% higher prevalence than those in the richest social class with 30% more severe disease).

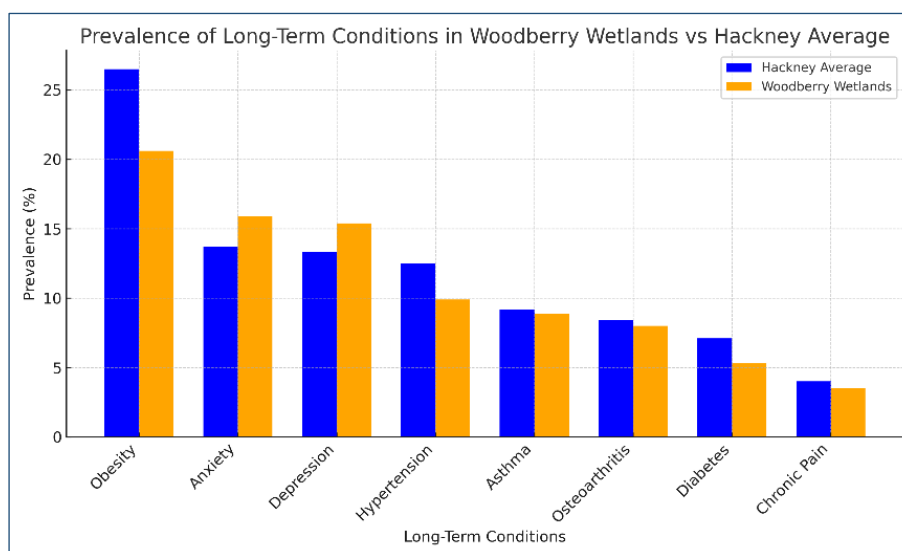
Existing evidence suggests that the number of people with at least one long-term condition as well as those with multiple long-term conditions is increasing nationally. This might further increase pressures on the health and care sector, as treatment and care for people with LTCs is already estimated to take up around £7 in every £10 of total health and social care expenditure.¹

Compared to the Hackney average, Woodberry Wetlands has slightly higher rates of anxiety and depression but lower prevalence of obesity and chronic pain. Other conditions are generally in line with the borough average.

According to the [NHS Quality and Outcomes Framework \(QOF\) – 2024-25](#), the prevalence of these conditions in Woodberry Wetlands Neighbourhood is:

1) Obesity – 20.6%	5) Asthma – 8.9%
2) Anxiety – 15.9%	6) Osteoarthritis – 8.0%
3) Depression – 15.4%	7) Diabetes – 5.3%
4) Hypertension – 9.9%	8) Chronic Pain – 3.5%

¹ <https://cityhackneyhealth.org.uk/health-outcomes/long-term-conditions>



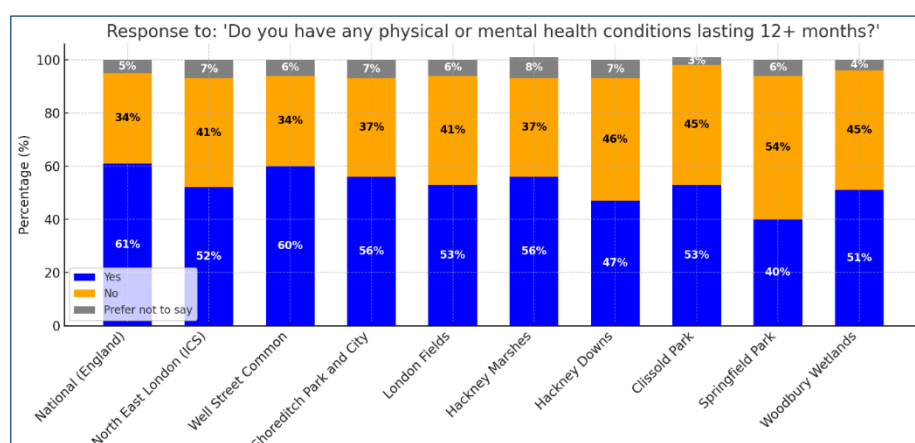
Source: NHS NEL Intelligence & Insights Team (Dec 2024)

Notably, two of the top three most prevalent conditions across all Neighbourhoods, anxiety and depression, are mental health related. This highlights the need for mental health support, which will be explored in more detail in a later section of this report.

IPSOS MORI GP Survey

The [IPSOS MORI GP Patient Survey \(2024\)](#) is an independent annual survey conducted by IPSOS on behalf of NHS England, covering access to GP services, appointment experiences, quality of care and support for managing LTCs.

In Woodberry Wetlands, 51% of respondents reported having at least one long-term condition. This is almost identical to the NEL average and slightly below the Hackney median.



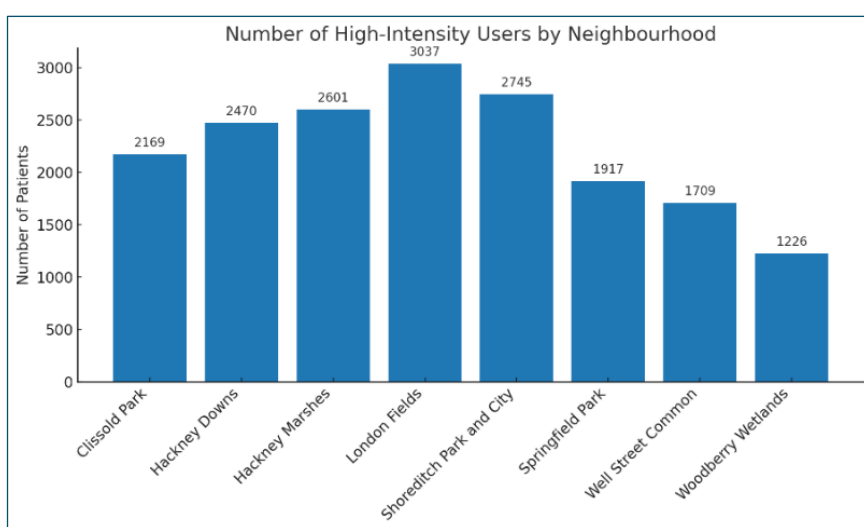
Source: Patients with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

Shared caseloads and high-intensity users

The following analysis focuses on people referred to community therapy, community nursing, mental health services and adult social care between July 2022 and June 2024. It helps identify people with multiple service needs and frequent use of health and care services.

High Intensity GP Users Across Neighbourhoods

High-intensity users are those with the most frequent GP appointments over the two-year period. This group is of particular interest due to their more complex health and care needs:



Source: City & Hackney Intelligence & Insights Team (Sept 2024)

Woodberry Wetlands had the lowest number of high-intensity users (1,226). Despite the lower numbers, these patients are likely to represent complex, overlapping needs that warrant targeted support.

Spotlight on Woodberry Wetlands

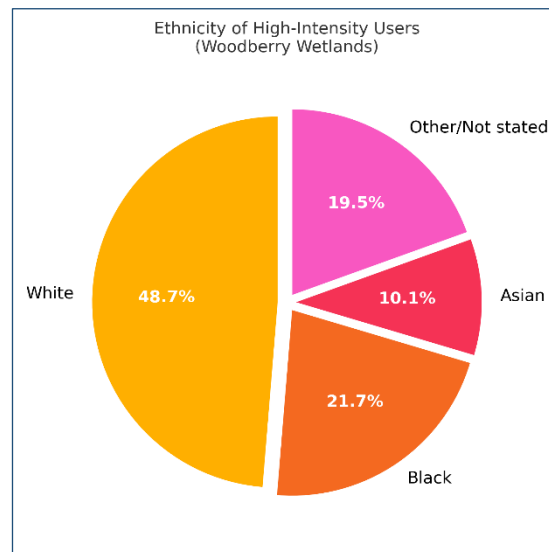
In Woodberry Wetlands, 1,226 residents were identified as high-intensity users:

- 50.9% live in the most deprived quintile
- 7.1% are housebound
- 27.4% have three or more long-term conditions

The most common conditions include:

- Hypertension (26.6%)
- Obesity (22.8%)
- Diabetes (15.3%)

As the Neighbourhood with the lowest overall number of high-intensity users, the data suggests a smaller but still significantly complex group that would benefit from coordinated support.

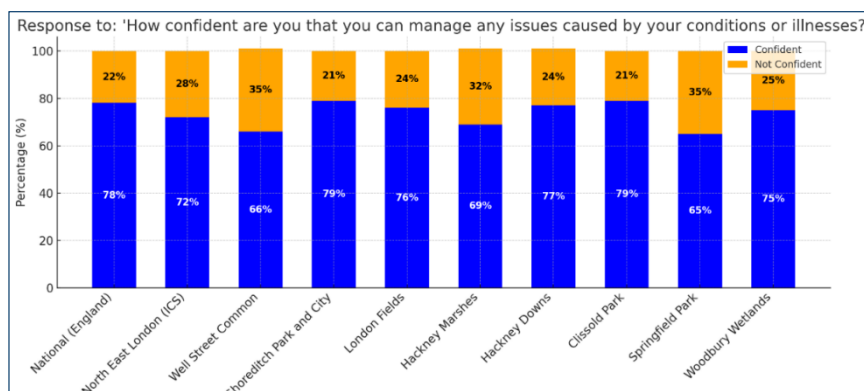


Source: City & Hackney Intelligence & Insights Team (Sept 2024)

The ethnic breakdown shows that nearly half of high-intensity users in Woodberry Wetlands were White, with over 20% identifying as Black and 10% as Asian. A notable proportion were classified as Other/Not stated.

Confidence in managing long-term conditions

Woodberry Wetlands residents were asked how confident they felt in managing any issues caused by their conditions or illnesses. 75% reported feeling confident, compared to 25% who did not, slightly above the City and Hackney average (71%).

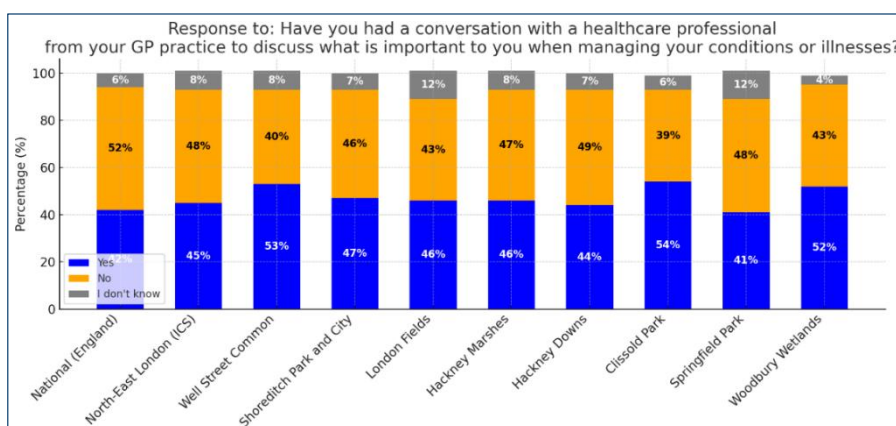


Source: Confidence to manage LTCs by Neighbourhood (IPSOS GP Survey 2024)

Contact with a health care professional

Woodberry Wetlands patients were asked if they had discussed what matters most to them in managing their health with a healthcare professional from their GP practice. 52% of respondents said they had, above the City and Hackney average (46%).

However, 43% of respondents said they had not had this conversation, while 5% were unsure. This highlights that, while Woodberry Wetlands is doing relatively well locally, there is still room for improvement to ensure more residents can discuss their health needs.



Source: Support with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

Patients shared (with Healthwatch Hackney) their positive experiences of contact with healthcare professionals in GP surgery across Woodberry Wetlands Neighbourhood, highlighting the impact of compassionate care:

"Easy appointments, staff were friendly, regular wait times, very helpful in terms of accessibility regarding hearing loss."

-Patient from The Cedar practice

"Really helpful staff both reception and medical team. The staff we have seen have been particularly great with our children. The online consultation function has also been so helpful."

-Patient from Statham Grove Surgery

"We have had nothing but good experiences with kind and friendly staff and we can always get same day appointment in an emergency. Kind and efficient, I feel grateful."

-Patient from Allerton Road Medical Centre

"I had my asthma and cholesterol check-up. The clinician was excellent. She carried out the procedure in a friendly and engaging manner. She offered informed advice and answered all of my questions"

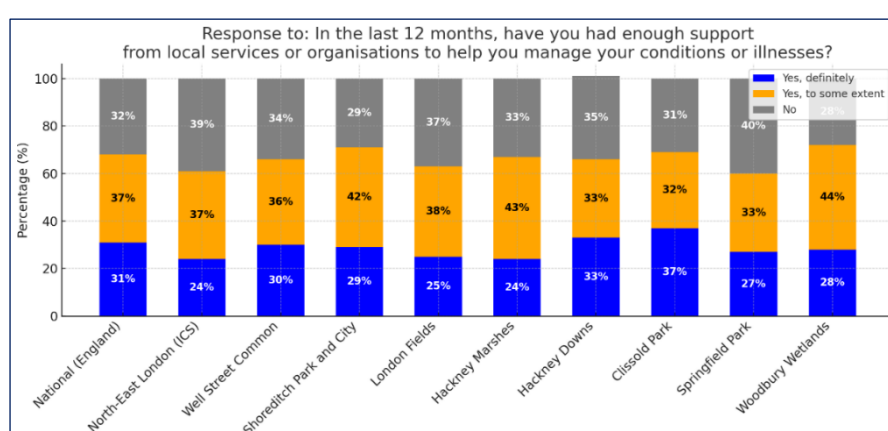
-Patient from The Heron Practice

Support from local services

Woodberry Wetlands residents were asked whether they had received enough support from local services or organisations to help them manage their conditions or illnesses over the past 12 months.

28% of respondents said they had definitely received enough support, while 44% felt they had received some support, but not fully. However, 28% of respondents said they had not received enough support.

While this suggests that many residents in Woodberry Wetlands are benefiting from local service support, over a quarter still feel unsupported.



Source: Support with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

Conversations with health care professionals Vs perceived support for LTCs

In Woodberry Wetlands, just over half of residents (52%) said they had spoken with a healthcare professional about what matters to them when managing their conditions. However, only 28% said they had definitely received enough support from local services, and 28% felt they had not.

This suggests that while these conversations with health professionals are important, they may not be the only factor influencing how supported residents feel. Other services, such as social prescribing, support from the VCS, peer groups and accessible health information, are also likely to shape residents' experiences of managing their LTCs.

"When I felt like the world was falling apart, I felt like someone genuinely cared. I felt like I could trust them and genuinely find out what my options are."

-Family Action Social Prescribing service user

Case Study – Isolation and LTCs in Woodberry Wetlands – Linking in with pharmacy services

Living with long-term conditions and the impact of isolation

Bea (name changed to maintain confidentiality) has lived in Woodberry Wetlands for 30 years and is living with arthritis, complex mental health needs and is a cancer survivor. Following the death of her mother three years ago, Bea became increasingly socially isolated:

"I didn't go out for a long time."

Only recently has she started reconnecting with her community again.

Loss of trusted care and frustration with access

Bea previously had a long-standing GP who understood her complex needs. Losing that relationship just before the pandemic, combined with shifts in post-COVID service delivery, made things worse:

"I'm absolutely enraged about my GP service."

She described how online systems and phone-based triage have replaced personal care, making it harder to access help:

*"It's disgusting that **my GP just won't see me** and help."*

*"I need to put up **courage to get an appointment**. It's designed to put people off going to the GP."*

Barriers to access and digital exclusion

Bea shared examples of how digital systems and rigid processes left her feeling confused and excluded:

*"I **felt like I was being punished** for not keeping up."*

From blood test bookings to missed physio appointments and unclear referrals, Bea felt bounced between services:

*"**As an older person, I need care that is different**, with designated doctors to support me."*

Even phone calls from the GP triggered anxiety, especially when their purpose wasn't explained beforehand:

"I don't appreciate random phone calls, it makes me more anxious."

Lack of continuity in mental health support

After being referred to [Talking Therapies](#), Bea was rejected three times due to the complexity of her needs and was not offered alternatives.

*"You bare your soul on the phone, then **get told you're too complicated** And that's it."*

She did see a psychologist for six sessions, which she found helpful but the short-term nature of the support left her feeling abandoned again.

"I would have liked for it to continue."

A breakthrough moment at the community pharmacy

After unclear communication from her GP about statins, Bea visited her pharmacy at [John Scott Health Centre](#). There, she finally experienced personalised, face-to-face care:

"It was a breath of fresh air."

The pharmacist took time to listen, explain and offer options, something Bea felt was missing from her interactions with GPs.

*"They didn't push me and **they helped me find a solution.**"*

This positive experience has led Bea to consider switching pharmacies to ensure she receives this level of care consistently.

Rebuilding connection through Together Better

Bea was referred to the [Together Better](#) programme, run by [Volunteer Centre Hackney](#), and credits it with helping her come out of isolation:

"It's a god-send—I can't praise it enough."

She now attends sessions that help her feel part of the community again and appreciates being able to drop in and out:

*"It's **changed my outlook** and connection with the community."*

As a former charity worker, Bea sees clearly how much pressure the voluntary sector is under:

*"The **charity sector picks up the slack** from health services. It pulls things along."*

Improvements suggested by Bea:

The ability to book appointments in person or over the phone, without relying on online systems.

Continuity of care, including face-to-face GP appointments and named professionals.

Mental health services that offer long-term, tailored support, not just short bursts.

Expanded use of community pharmacy as a first point of care.

More funding for programmes like [Together Better](#) that support reconnection and wellbeing.

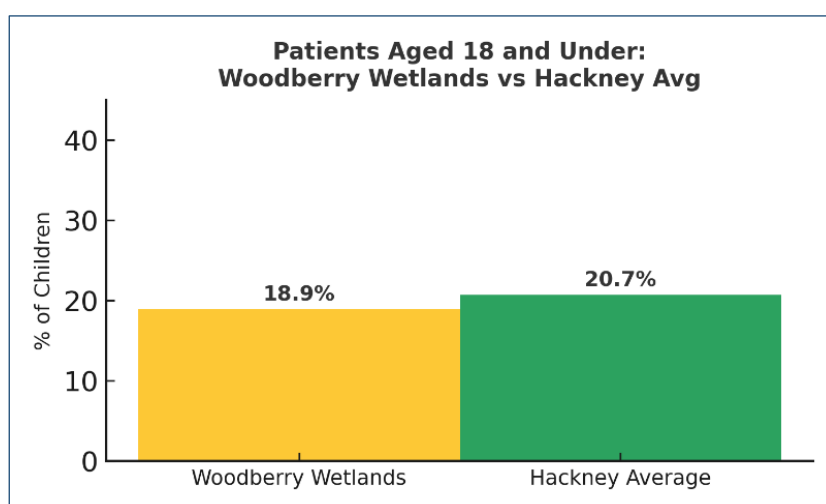
*"I don't like being resentful, everyone is trying to cope. But I **constantly feel like I've given up agency for my health.**"*

Health inequalities

Health inequalities are avoidable and unfair differences in health between groups of people. They can show up in life expectancy, long-term conditions or access to healthcare. These inequalities are shaped by wider factors like income, housing, education, work and local environments (also known as the *wider determinants of health*).²³

Children and young people

This section explores health inequalities affecting children and young people in Woodberry Wetlands Neighbourhood, focusing on key indicators that influence early-life health outcomes. According to Patient Master Index (PMI) data, 18.9% of patients in Woodberry Wetlands are aged 18 and under.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

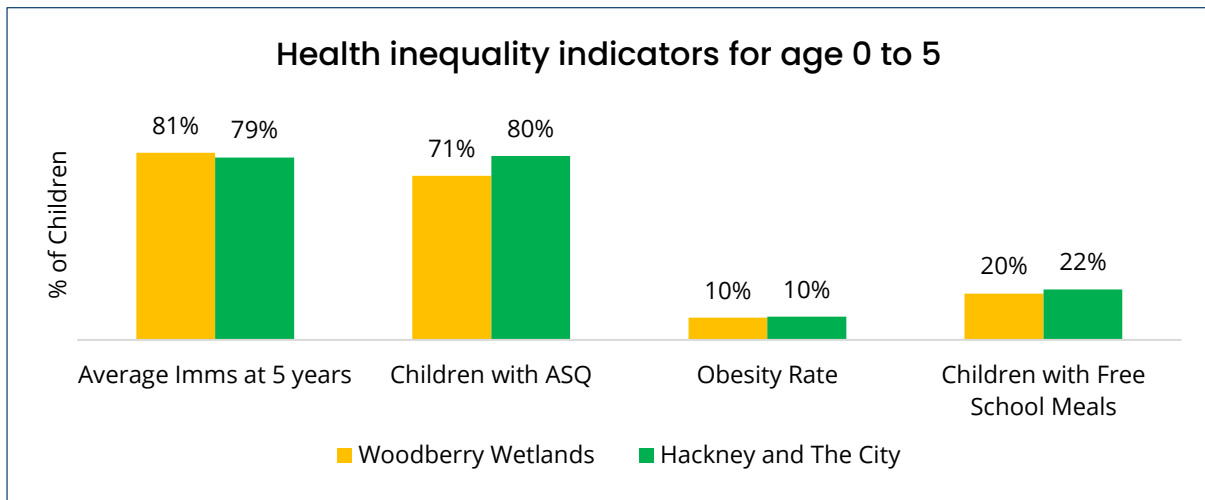
The next graph illustrates the percentage of children who:

- Have received all recommended immunisations by age 5
- Have met developmental milestones, as assessed by the Ages and Stages Questionnaire (ASQ)
- Are classified as obese based on their Body Mass Index (BMI)
- Are eligible for free school meals, a common indicator of socioeconomic disadvantage

These indicators provide a snapshot of early childhood health and the broader social determinants influencing wellbeing in Woodberry Wetlands.

² [What are healthcare inequalities? – NHS England](#)

³ [National Healthcare Inequalities Improvement Programme – NHS England](#)



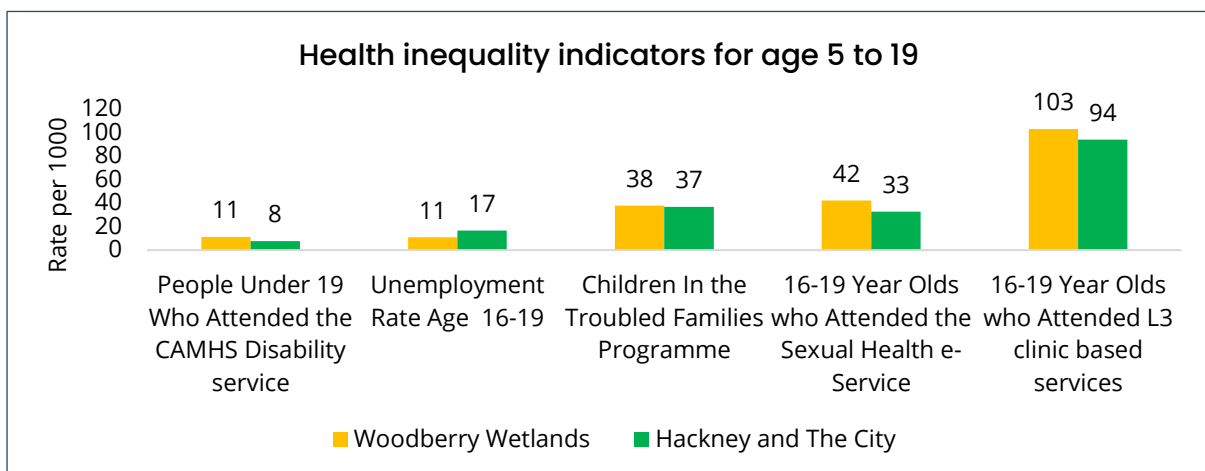
Source: Hackney Council (2023)

Health outcomes for children under 5 in Woodberry Wetlands are generally comparable to the City and Hackney average. Immunisation coverage is slightly above average (81% vs. 79%), while rates of obesity and eligibility for free school meals are in line with borough trends.

However, fewer children in this Neighbourhood are meeting developmental milestones by age 5 (71% vs. 80%), which may reflect challenges in early years development and support.

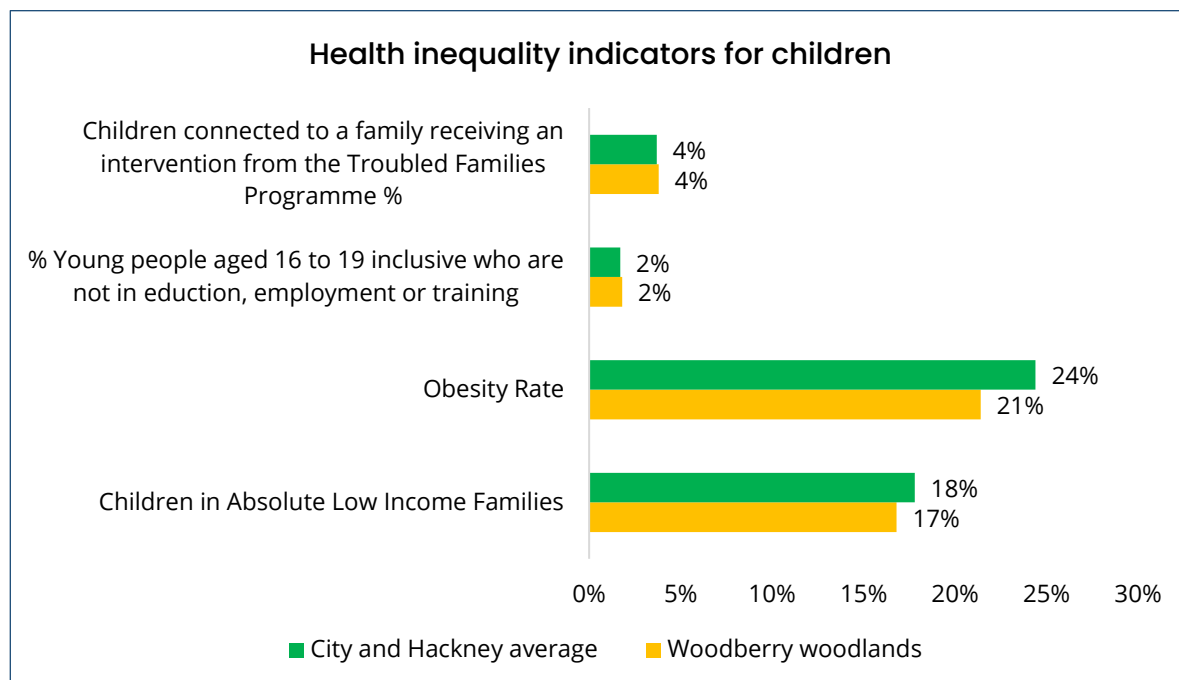
The next graph presents indicators for older children and young people. The rate of young people accessing sexual health e-services in Woodberry Wetlands is notably high (42 per 1,000 compared to 33 borough-wide) and attendance at Level 3 sexual health clinics is also above average.

CAMHS Disability service usage among under-19s is higher than the City and Hackney rate (11 per 1,000 vs. 8). Meanwhile, youth unemployment is relatively low in the area (11 per 1,000 vs. 17).



Source: Hackney Council (2023)

The next chart shows wider inequality indicators for children, young people and families in the Neighbourhood.



Source: Hackney Council (2023)

Woodberry Wetlands performs slightly better than the borough average in two key areas: childhood obesity (21% vs. 24%) and children living in absolute low-income households (17% vs. 18%). Rates of NEET (2%) and children receiving intervention from the [Troubled Families Programme](#) (4%) are in line with the City and Hackney average.

While outcomes are mostly positive, the lower rate of developmental milestone attainment in the early years and high usage of adolescent mental health and sexual health services suggest that some families and young people in the Neighbourhood may be experiencing unmet or complex needs.

Neurodiversity among young people in Woodberry Wetlands

Feedback from residents and professionals across City and Hackney has highlighted a perceived rise in the number of children and young people who appear to be neurodiverse.

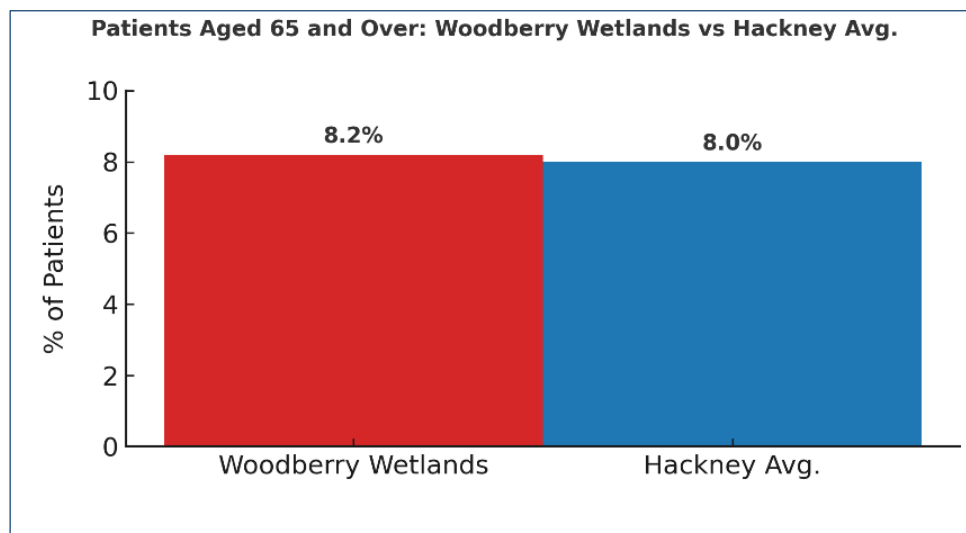
A key initiative supporting neurodivergent young people in Hackney is the [Targeted Health Outreach \(THO\)](#) service. This service provides group activities and one-to-one casework for young people aged 14–19 (up to 25 in the over-18s group) with Special Educational Needs and/or disabilities (SEND) and neurodiversity, who are not eligible for adult disability services.

The service includes a [Nature Connection Group](#), specifically designed for young people with autism or those on the neurodevelopmental pathway. These nature-based activities allow young people to participate at their own pace. Parents are welcome to attend and referrals can be made by CAMHS, schools, Hackney Education, parents, or young people themselves.

Older people in Woodberry Wetlands

Ageing is not a uniform experience, older people's health and wellbeing are shaped by a lifetime of social, economic and environmental factors. According to Hackney Council's [Ageing Well Strategy 2020–2025](#), factors such as socio-economic status, ethnicity, gender and the environments in which people live all contribute to how well individuals age.

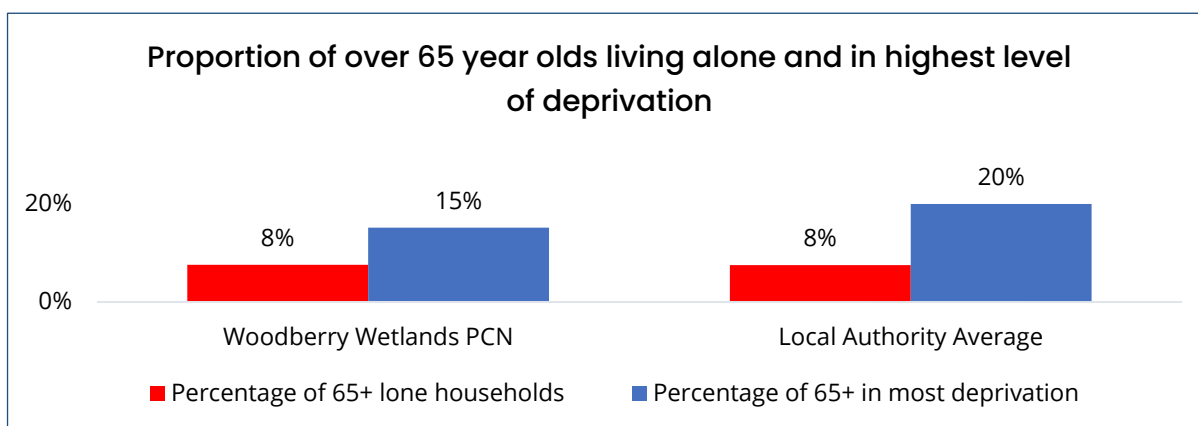
Older patients of the Woodberry Wetlands population are in line with the Hackney average. According to PMI data, 8.2% of patients in Woodberry Wetlands are aged 65 and over.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

While this data provides insight into the proportion of older patients in Woodberry Wetlands, it does not capture the full extent of health inequalities faced by this group. Earlier data highlights two key indicators of inequality among older residents:

- A higher proportion of over-65s live alone, increasing the risk of social isolation and mental health challenges.
- A greater proportion live in the most deprived areas, where financial hardship and barriers to accessing healthcare and services can further impact health and wellbeing.



Source: Summary of Key Statistics from NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

Hackney Council's [Ageing Well Strategy 2020-2025](#) highlights the importance of recognising older people as a diverse and vital part of the community:

*"The **diversity that exists in Hackney is one of our borough's greatest strengths** and recognising that this diversity still exists as people age is essential (...) Part of changing the narrative is greater recognition that older people continue to give back to their communities and are supported in varied and different ways. **One of our greatest community assets are our older residents** (...) Challenges exist because of the way that society is run and organised. There is work happening all over the world to make places more age-friendly and to create cultural shifts in how older people are perceived, engaged, involved and treated."*

Cllrs Chris Kennedy & Yvonne Maxwell

Digital Exclusion - Impact on health

Older people are disproportionately affected by digital exclusion, which can further deepen health inequalities. This digital divide means that many older residents struggle to book GP appointments online, use NHS services such as the NHS App, or access important health and financial resources.

Digital inequalities are a concern in this Neighbourhood, with 3% of residents likely to have never used the internet and 14% likely to be rare/infrequent users. Those who lack digital literacy are also at greater risk of fraud, misinformation and financial exploitation, which can contribute to stress, anxiety and worsening health outcomes.

*"I haven't been able to get a follow up appointment for nearly 2 months and have no idea about the outcome of certain exams because I have not been able to see my doctor. They have now this e-consult and self-referral service that **isn't user friendly for most patients, specially when they're older...**"*

Older Hackney resident

Local digital inclusion support: IT classes at Marie Lloyd Centre

To help bridge this gap, local initiatives such as the digital inclusion IT classes at the [Marie Lloyd Centre](#) on Queensbridge Road offer free support to older residents who want to develop their digital skills. These sessions cover online safety, using the NHS app and online banking and finance.

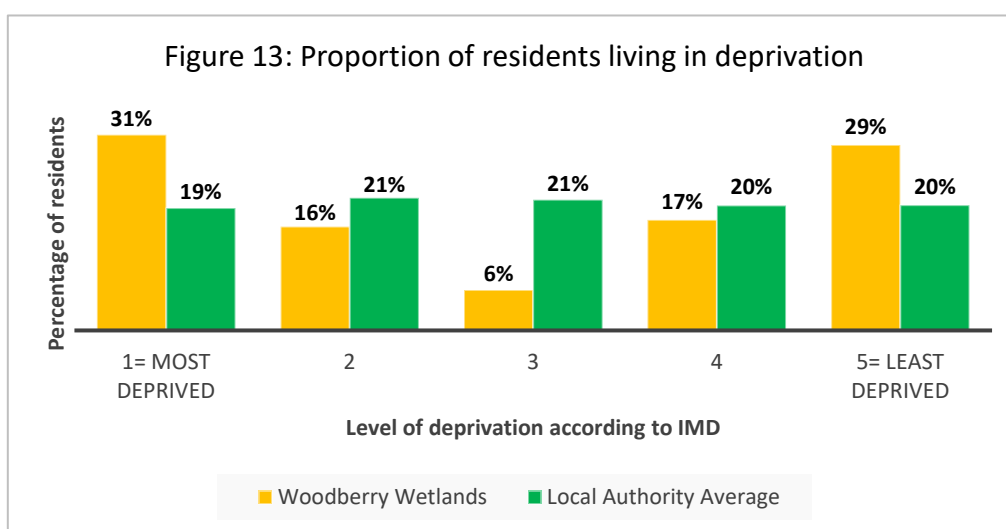
General population in Woodberry Wetlands

Deprivation

Woodberry Wetlands presents a unique profile of socioeconomic inequality, with residents clustered at both ends of the deprivation spectrum. The [Indices of Multiple Deprivation \(IMD\)](#) assess deprivation across key areas such as income, education, housing and crime. GP practices in this Neighbourhood serve a highly mixed population, with significant contrasts in lived experience.

Deprivation levels in Woodberry Wetlands show that:

- 31% of residents live in the most deprived category (Level 1).
- 16% in Level 2.
- Just 6% in Level 3 — the lowest proportion across all categories.
- 17% in Level 4.
- 29% in the least deprived category (Level 5).



Source: Department for Levelling Up, Housing and Communities English indices of

This split, with one-third of residents in the most deprived group and over a quarter in the least deprived, indicates sharp contrasts within the Neighbourhood. Such polarisation

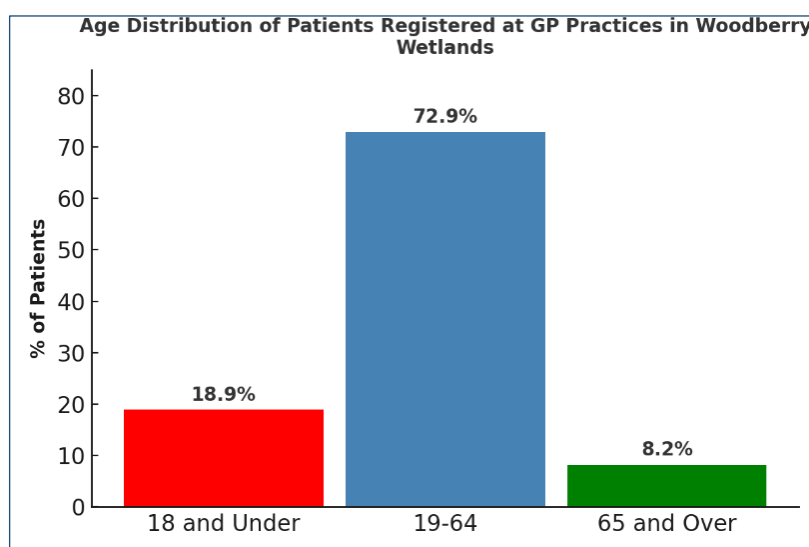
often reflects rapid change, including gentrification and may result in unequal access to services and divergent health outcomes within the same area.

Further insight into these disparities is provided by the demographic profile of GP-registered patients in Woodberry Wetlands.

Age distribution of registered patients

The age breakdown of patients registered with GP practices in Woodberry Wetlands highlights the dominance of the working-age population:

- 18.9% of patients are aged 18 and under
- 72.9% are aged 19-64
- 8.2% are aged 65 and over

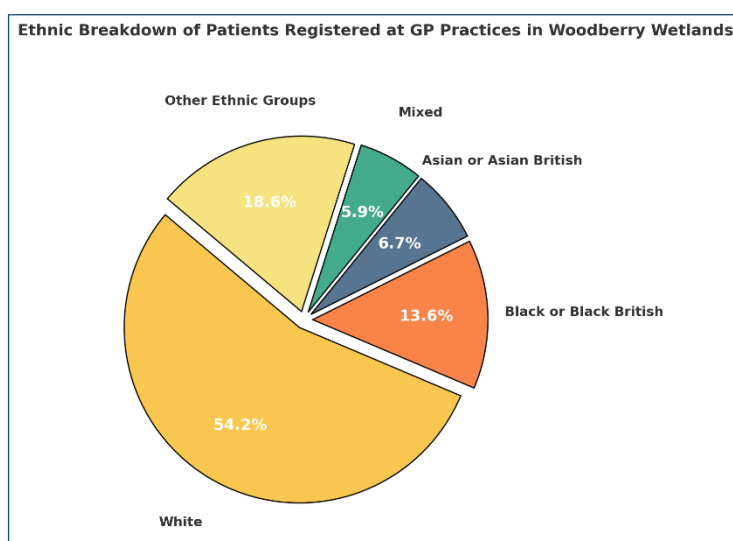


Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

Ethnic breakdown of registered patients

PMI data for Woodberry Wetlands shows the following ethnic breakdown among registered patients:

- White – 54.2%
- Black or Black British – 13.6%
- Asian or Asian British – 6.7%
- Mixed Ethnic Background – 5.9%
- Other Ethnic Groups – 18.6%



Source: NEL Intelligence & Insights Team, PMI Data (Dec

Woodberry Wetlands has a higher proportion of White patients, but also a notable presence of Other Ethnic Groups.

This is significant as:

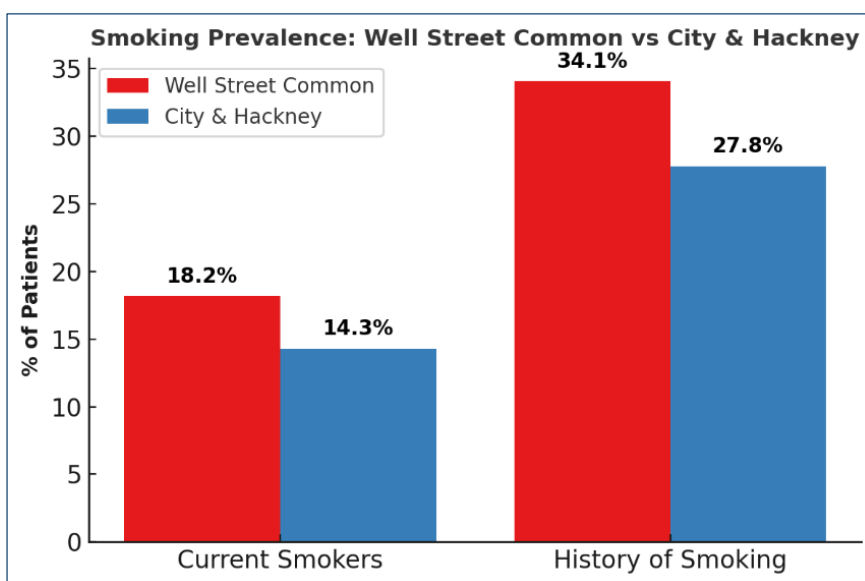
- Patients recorded as 'Other Ethnic Groups' may represent diverse communities with specific cultural or language needs.
- Health services should ensure they remain inclusive and culturally responsive, even in areas with a higher White majority.
- Continuous engagement with local communities is essential to understand and address potential health inequalities.

Smoking and health risks

Smoking remains one of the biggest causes of preventable illness and death in City & Hackney, contributing to significant health inequalities. According to the [Tobacco Needs Assessment for City & Hackney 2024](#), smoking prevalence varies widely across the borough, with between 14% and 21% of adults in Hackney estimated to be smokers and 10% to 11% in the City of London. This equates to up to 51,700 adult smokers in Hackney and 900 in the City.

Smoking rates are highest among men (27% in Hackney, 13% in the City) and are particularly elevated in specific ethnic groups, including Bangladeshi, Black Caribbean, Turkish/Kurdish/Cypriot men. Residents in more deprived areas are disproportionately affected, both in terms of smoking prevalence and the associated financial burden.

Encouragingly, 32% of those who successfully quit smoking through local cessation services are from the most deprived areas.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

The health impact is stark. Smoking-related deaths and lung cancer rates in Hackney exceed London averages and smoking costs Hackney an estimated £101.9 million per year. Around 3,000 local households are pushed into poverty due to tobacco expenditure.

Efforts to reduce smoking include the [Gloji SmokeFree City & Hackney Service](#), which has seen 60% of people quitting at four weeks and 64% of those who quit at four weeks and were followed up remaining smoke-free at 12 weeks. However, young adults, men and some ethnic groups are underrepresented in cessation programmes, highlighting the need for better-targeted outreach.

In January 2025, the [Gloji SmokeFree City & Hackney Service](#) reported that:

- 60% of those who set a quit date successfully stopped smoking after 4 weeks (exceeding the 50% target).
- 64% of those followed up after a successful 4-week quit remained smoke-free at 12 weeks, showing the impact of targeted cessation.
- 32% of those quitting are from the most deprived areas.

Residents who accessed the Gloji SmokeFree service from October to December 2024 highlighted the challenges of quitting but praised the support available:

*"The lady we had (...) was amazing, very encouraging and praised our journey. She was very friendly and kept checking in with us. **Completed the journey without a relapse—1st time ever** as I had tried giving up several times."*

*"I'd tried to quit smoking several times previously by myself but failed. This time your support has been giving me **more confidence and determination** (...) My adviser is very friendly and weekly, biweekly calls are very enjoyable and nice to hear praises when I am progressing..."*

*"Victor was incredible! **I'm smoke free for 130 days now!** Can't believe it"*

*"I was **so happy with the help** I was given."*

*"Can I just say what a **brilliant service**. It has been such a **tremendous help with stopping** to smoke. Very **much appreciated** all the support given. Thank you."*

*"**Very good support** throughout"*

December 2024 PMI data reveal that smoking rates in Woodberry Wetlands (13.7%) are slightly below the City & Hackney Neighbourhood average (14.3%). Continued provision of cessation support can help sustain this progress and ensure no one is left behind in efforts to reduce smoking-related harm.

Dedicated clinics in the Neighbourhood, such as those at [Allerton Road Surgery](#), [Statham Grove Surgery](#) and [The Heron Practice](#), provide crucial support for residents looking to quit smoking (see below weekly schedule of clinics).

Gloji SmokeFree City & Hackney Clinics – Q3 Report 2024–25

Neighbourhood	Venue	Address	Postcode	Clinic Day	Start Time	End Time
Clissold Park	St Mungo's	16 Neville Rd	N16 8SR	Wednesday	14:00	17:00
Clissold Park	Somerford Grove GP Hub	Somerford Grove	N16 7UA	Friday	9:30	17:30
Hackney Downs	Clapton Library	Northwold Rd	E5 8RA	Monday	10:00	12:00
Hackney Marshes / Well Street Common	Homerton Library	Homerton High Street	E9 6AS	Tuesday	10:30	13:00
London Fields	St Mungo's	144-148 Lansdown Drive	E8 4NF	Wednesday	14:00	16:30
London Fields	Sandringham Practice	1a Madinah Rd	E8 1PG	Thursday	13:30	16:00
London Fields	Forest Road Youth Hub	29 Forest Rd, London	E8 3BY	Friday	15:00	18:00
Shoreditch Park & City	Shoreditch Park Surgery	8-10 Rushton St, London	EC4A 3JR	Monday	9:00	12:00
Shoreditch Park & City	Shoreditch Library	80 Hoxton St, London	N1 6LP	Monday	12:30	14:00
Shoreditch Park & City	Shoe Lane Library	Hill Hse, 1 Little New St	N1 5DR	Wednesday	12:00	15:00
Well Street Common	Turning Point	102 Mare Street	E8 3SG	Monday	13:00	16:00
Well Street Common	St Mungo's	146 Mare St	E8 3SG	Wednesday	11:00	13:00
Well Street Common	Elsdale Street Surgery	28 Elsdale street	E9 6QY	Friday	9:00	12:00
Woodberry Wetlands	Allerton Road Surgery	34a Allerton Road	N16 5UF	Tuesday	13:00	16:00
Woodberry Wetlands	Statham Grove Surgery	Statham Grove	N16 9DP	Tuesday	14:00	17:00
Woodberry Wetlands	The Heron Practice	Green Lanes	N4 2NU	Friday	9:00	12:00
Woodberry Wetlands / Clissold Park	St Mungo's	136 Church Walk	N16 8QQ	Wednesday	14:00	16:30

Language Barriers

Language barriers are a significant factor contributing to health inequalities in Woodberry Wetlands, particularly among ethnic minority communities. Findings from Healthwatch England's '[Lost for Words](#)' report highlight that people with limited or no English face difficulties at every stage of their healthcare journey, including:

Registering with a GP

Many non-English speakers struggle to complete registration forms or communicate with reception staff, leading to delays in accessing primary care (see below for Healthwatch Hackney's 4th review of GP registration in Hackney).

Understanding medical advice

Patients may not fully comprehend their diagnosis, prescribed medications, or treatment plans, increasing the risk of poor health outcomes.

Access to interpreters

Many residents do not know that NHS interpreter services exist or find it difficult to request one. Even when interpreters are available, they may not speak the correct dialect or provide clear medical translations.

Emergency care navigation

Language barriers can make it harder for individuals to explain their symptoms during urgent care visits, leading to misdiagnoses or delayed treatment.

The inequality of language can significantly impact access to GP services, as illustrated by one Woodberry Wetlands patient:

Barriers to GP registration in Hackney

A 2024 Healthwatch Hackney review of GP registration accessibility⁴ found that barriers persisted, despite NHS policies ensuring universal access. While some receptionists displayed warmth, reassurance and a clear understanding of NHS registration policies, others insisted on proof of address or ID when this is not required by NHS guidelines:

"She picked up on my anxiety about not having documents and she was reassuring and compassionate. She told me, 'don't worry, we don't want to see any papers'."

-Mystery shopper, on the phone

"The receptionist was nice and warm, she even laughed with me when I told her I forgot my postcode as I have just moved in."

-Mystery shopper, in-person visit

"When I asked for a paper form, she told me to "go next door, they take paper registrations, we don't"."

-Mystery shopper, in-person visit

"She told me I must record the exact date I entered the UK. She said it was very important and my application would be refused without this information."

-Mystery shopper, on the phone

Since the report was published, Healthwatch Hackney has carried out follow-up work with GP surgeries previously identified as not following NHS registration guidelines. A subsequent round of targeted mystery shopping revealed a marked improvement: all GP practices in Hackney are now compliant and no longer request proof of ID or address.

⁴ [GP registration in Hackney – The right to access healthcare \(4th review\) \(2024\)](#)

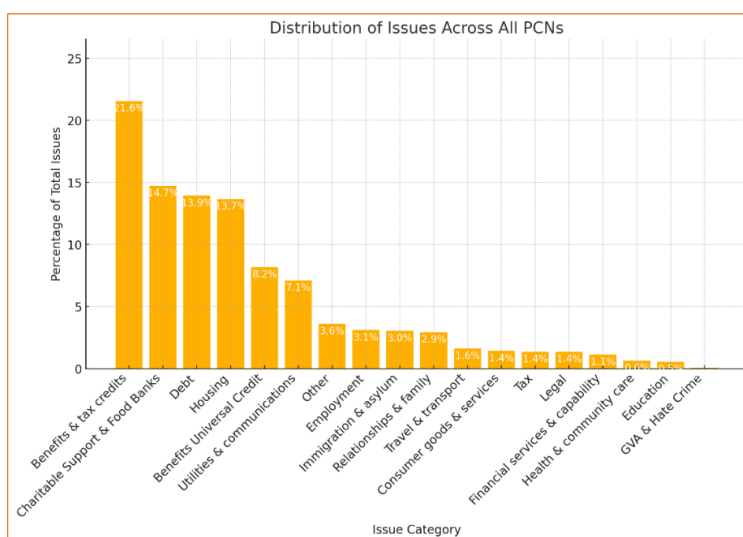
However, we remain concerned that the NHS's increasing emphasis on digitalisation may create new barriers to registration for patients who are digitally excluded or experiencing data poverty.

Citizens Advice

[Citizens Advice Hackney](#) provides support to residents across the borough, assisting with a range of social and economic issues. Many of these, such as housing insecurity, financial hardship, employment difficulties and legal challenges, relate directly to the wider determinants of health, influencing residents' well-being beyond medical care.

The data from Citizens Advice covers only the borough of Hackney and not the City of London. We will therefore refer to PCNs rather than Neighbourhoods to analyse this dataset.

Issues raised across Hackney PCNs



Source: Citizens Advice Hackney, 2025

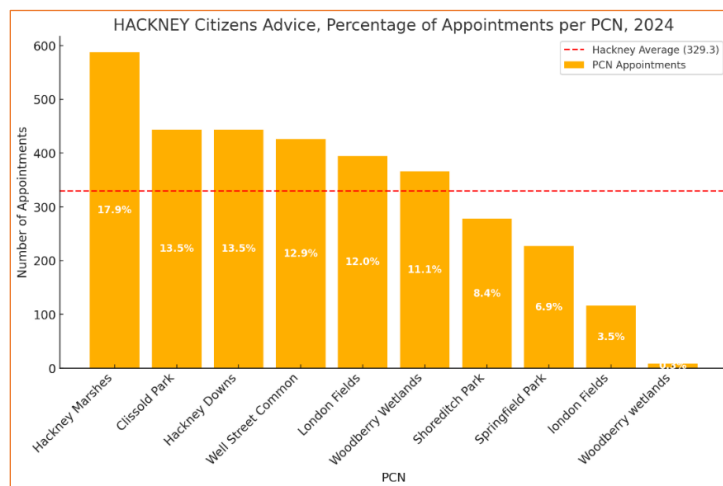
Benefits & Tax Credits (21.6%) is the most frequently raised concern across Hackney, followed by Charitable Support & Food Banks (14.7%) and then Debt (13.9%). These trends suggest financial insecurity is a major driver of residents seeking advice, with many requiring support for benefits and even food assistance.

This aligns with insights shared by [Family Action](#) regarding the top referral issues to social prescribers (see below). In the years since the Covid-19 pandemic, housing, financial challenges and mental health have been the three most common concerns among those referred for support, with many residents struggling with rent arrears and financial distress.

This trend is supported by data from Citizens Advice, which identifies financial insecurity as a key reason residents seek support. Family Action has also reported that demand for help with these issues exceeds service capacity across City & Hackney, indicating that some individuals using social prescribing services may also be turning to Citizens Advice for additional support.

Appointments by PCN

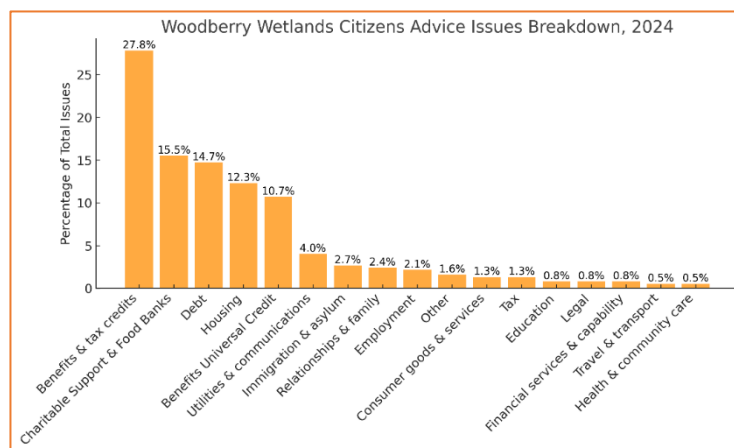
The next graph compares the number of appointments booked per PCN, giving insight into the demand for the Citizens Advice service across Hackney. Woodberry Wetlands accounted for 11.1% of all Citizens Advice appointments across Hackney, slightly below the average number of appointments per Neighbourhood.



Source: Citizens Advice Hackney (2025)

Issues raised in Woodberry Wetlands

The next graph details the breakdown of issues raised in Woodberry Wetlands. The most common concerns raised were Benefits & Tax Credits (27.8%), followed by Charitable Support & Food Banks (15.5%), Debt (14.7%), and Housing (12.3%).



Source: Citizens Advice Hackney (2025)

Financial hardship remains a serious concern for many residents in Woodberry Wetlands. Issues such as benefits, debt, housing insecurity and reliance on charitable support indicate the economic distress faced by many residents. These financial pressures directly impact on residents' physical and mental health.

Access to health services and support

We now explore how local residents access key health care and support services, focussing on the following services:

- Mental Health Services
- GP Services
- Sexual Health Services
- Pharmacy Services
- Adult Social Care
- Adult Community Rehabilitation Services
- Multidisciplinary Team Meetings (MDMs)

Access to mental health services

One in four people in England experience a mental health problem each year.⁵⁶ Mixed anxiety and depression is Britain's most common mental disorder, with 7.8% of people meeting the criteria for diagnosis.⁷

Anxiety and depression rank as the second and third most prevalent LTCs in City & Hackney, underscoring the widespread impact of mental health challenges across the Neighbourhoods.

- **Groups disproportionately affected by mental health issues:**
 - **Black/Black British individuals:** More likely to experience severe mental health problems and face barriers to accessing appropriate care.⁸
 - **People living in high levels of deprivation:** Economic hardship linked to increased mental health issues, with structural inequalities exacerbating.⁹

⁵ [Priory Group – Mental health statistics UK 2025](#)

⁶ [University of Oxford – Mental illnesses reduce life expectancy more than heavy smoking](#)

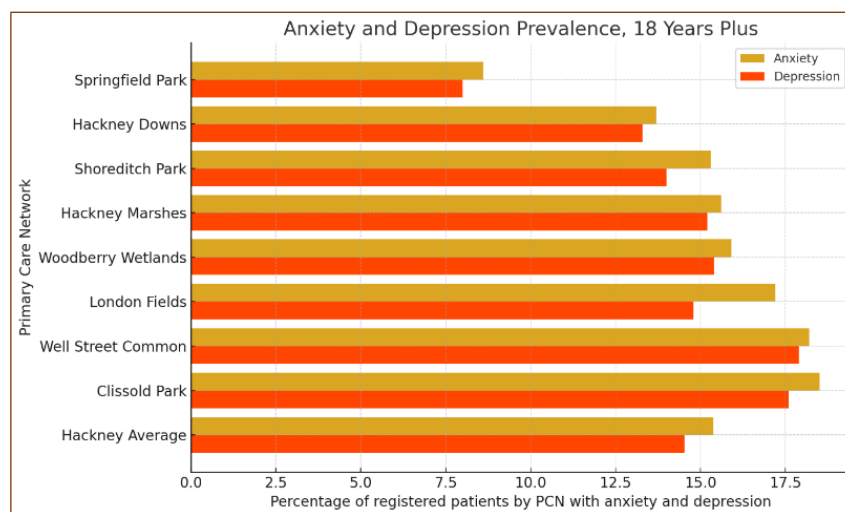
⁷ [NICE \(2011\). Common mental health disorders | Guidance and guidelines | NICE](#)

⁸ [Understanding ethnic inequalities in mental healthcare in the UK: A meta-ethnography – PubMed – 2022](#)

⁹ [Structural racism leading to stark health inequalities in London, report shows – The Guardian Oct 2024](#)

- **Disabled individuals:** Higher rates of mental health problems due to social isolation and discrimination.¹⁰
- **LGBTQIA+ community:** Faces unique stressors, including discrimination and stigma.
- **Young women aged 16–24:** Demographic has seen rising mental health concerns.

The following graph illustrates the prevalence of diagnosed depression among residents aged 18 and over, highlighting the need for mental health support in Hackney:



Source: NHS Quality and outcomes Framework (QOF - Dec 2024)

Woodberry Wetlands: Residents' mental health experiences

Mental health remains a significant concern in Woodberry Wetlands Neighbourhood, with high recorded rates of diagnosed depression among residents aged 18 and over.

Historically, Hackney residents have expressed frustration with long waiting lists for CAMHS. Families share experiences of delays in referrals and uncertainty over treatment timelines, often leaving them feeling unsupported:

*"Holding out for a referral just made my son worse. We learnt that **it's no use asking for help** because you won't get it."*

-Hackney parent

*"CBT was offered, but we don't know when. It felt like **we were put on hold** until he ages out of the system."*

-Hackney parent

¹⁰ [Mental Health Foundation – The most common diagnosed mental health problems: statistics](#)

*"I think my GP was trying to warn me it would be a long wait and that services were very pushed. It seemed that **unless she was actually suicidal, there would be no help.**"*

-Hackney parent

Despite challenges, when residents manage to access mental health support many have positive experiences with compassionate professionals. However, many residents remain unaware of alternative ways to access mental health support beyond GP referrals (see below for the III – 'option 2' service). Concerns have also been raised about specialist mental health services, with some reporting poor communication and a lack of empathy.

Availability of mental health services

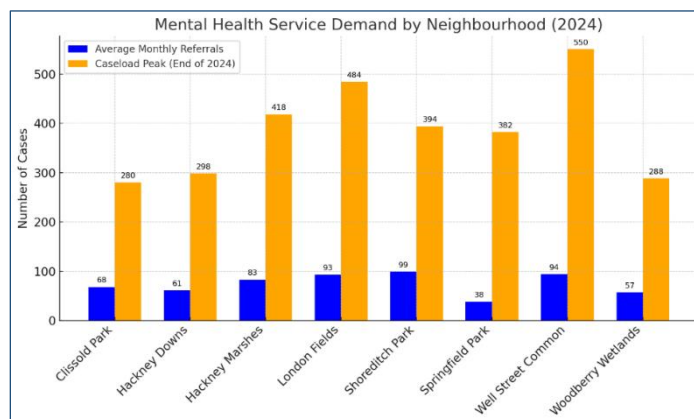
Residents in Woodberry Wetlands can access a range of mental health services, including GP-led mental health support, talking therapies, crisis intervention teams and specialist secondary care services.

Local services include:

- **GP Services** – Often the first point of contact for individuals experiencing mental health difficulties, with [options for referrals to specialist care](#).
- **Hackney NHS Talking Therapies** ([IAPT – Improving Access to Psychological Therapies](#)) – Providing CBT, counselling and guided self-help for common conditions like anxiety and depression.
- **City and Hackney Crisis Assessment Hub (Walk-in)** Providing immediate support, guidance and care. A trained [crisis assessment team](#) offers a safe, compassionate environment, assessments and referrals to further services.
- **Specialist Mental Health Services** – The [East London NHS Foundation Trust \(ELFT\)](#) delivers specialist care for individuals with complex or severe mental health needs through Community Mental Health Teams and psychiatric inpatient services.
 - Demand for mental health support in Woodberry Wetlands has been steadily rising, with an average of 57 referrals per month in 2024 (see below graph)
 - Caseloads in the neighbourhood peaked at 288 by the end of 2024.
 - Neighbourhood teams collectively handle an average of 593 referrals per month.
- **VCS Support** – Charities and local organisations offer peer support, social prescribing and advocacy for mental health service users (see [City & Hackney Wellbeing Network](#)).

Mental health service demand across Neighbourhoods

In 2024, Woodberry Wetlands recorded the second lowest caseload across the Neighbourhoods, peaking at 288 individuals, indicating a lower demand for mental health services compared to several other Neighbourhoods. The Neighbourhood also saw an average of 57 new referrals per month, reinforcing the ongoing pressures on local mental health services.



Source: East London Foundation Trust (2025)

Barriers to mental health services access

Despite availability of services, many residents face challenges in accessing timely and appropriate mental health care.

Common barriers include:

- **Long waiting times** – Delays reported in accessing therapy and specialist mental health care, often waiting several months.
- **GP appointment difficulties** – Challenges in securing timely GP appointments can delay referrals.
- **Digital exclusion** – Increased reliance on online mental health services and virtual therapy can be a barrier for residents without reliable internet access or digital literacy.
- **Stigma and cultural barriers** – Some residents, particularly from ethnic minority communities, report stigma surrounding mental health that discourages from seeking help.
- **Limited crisis support** – Out-of-hours crisis services not always accessible when urgently needed.

Alternative routes to mental health support

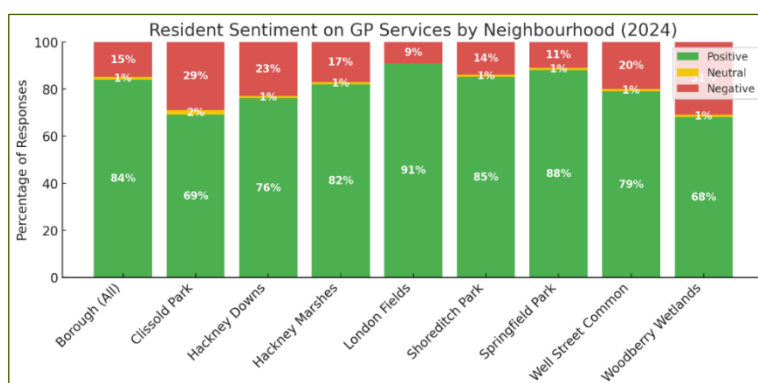
111 Mental Health Crisis – ‘Option 2’ Service

In 2024, [NHS 111's mental health crisis option](#) was introduced. Residents experiencing a mental health crisis can now select ‘option 2’ when calling 111, connecting them directly to local mental health services without needing a GP referral. Hopefully this will address some of the barriers to seeking help with a mental health crisis.

Access to GP services

Healthwatch Hackney compiles resident and GP patient feedback gathered through outreach, surveys, [NHS Choices](#), [Care Opinion](#) and across social media.

Healthwatch Hackney's [2024 GP Experience Report](#) highlights a range of resident experiences in Woodberry Wetlands. While feedback varies, many reviews continue to express appreciation for the quality of care received. The report also reflects ongoing challenges in accessing services.



Source: Overall Patient Sentiment: Healthwatch Hackney GP Experience Report (2024)

Some patients in Woodberry Wetlands reported difficulties accessing GP appointments. Booking systems were at times described as confusing or inconsistent. Telephone-only booking remains a barrier for some people in poor health, those with non-traditional working hours, caring responsibilities or living with mental health conditions or neurodiverse needs.

*"I rang my GP, I was on hold for nearly two hours and had to hang up. I **don't have time to keep trying.**"*

Woodberry Wetlands resident

"I used A&E because I couldn't get through to my GP. I wouldn't have gone otherwise."

Woodberry Wetlands resident

However, many commented on positive interactions with staff and the quality of care received:

*"GPs were **friendly and went the extra mile**. Large variety of services provided so can get healthcare in mainly one place."*

Patient from Cedar Practice

*"I have always had a good experience (over the last 2 years) with **kind and attentive staff** who follow up when needed"*

Patient from Allerton Road Medical Centre

*"Drs at Heron Practice have been amazing for my elderly mother. When I do e-consult I **always get a callback** the following day and a home visit within the week. This is what you call good practice."*

Patient from The Heron Practice

*"Every doctor I have seen has been so **thorough and super understanding**, listening to any concerns carefully and fully revising my history at appointments. The receptionists are lovely to deal with and you can get a lot of things in surgery I'd never seen before."*

Patient from the Statham Grove Surgery

Barriers to GP access

Feedback collected by Healthwatch Hackney indicates that most residents are satisfied with the care provided by healthcare professionals at their GP practice. However, access remains a significant concern, with many residents reporting difficulties in contacting their practice, highlighting this as a widespread and persistent issue.

The [IPSOS MORI GP Patient Survey \(2024\)](#) begins by assessing patients' ability to contact their GP practice. It asked patients three key questions on accessing their GP:

- Via telephone
- Via the practice website
- Using the NHS app

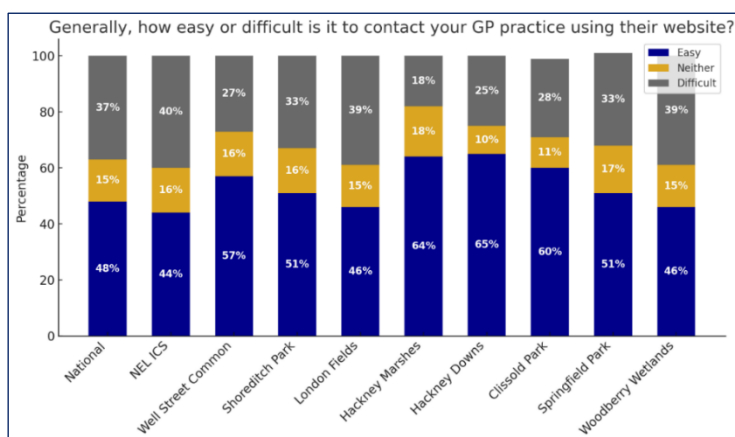
Question 1: GP Access via telephone



Source: Contact with GP practice by phone (IPSOS GP Survey)

In Woodberry Wetlands, 59% of respondents said it was easy to contact their GP practice by phone. However, access by phone remained a challenge for around one in four residents (27%), highlighting persistent barriers to GP access. This suggests there is still room to improve telephone booking systems:

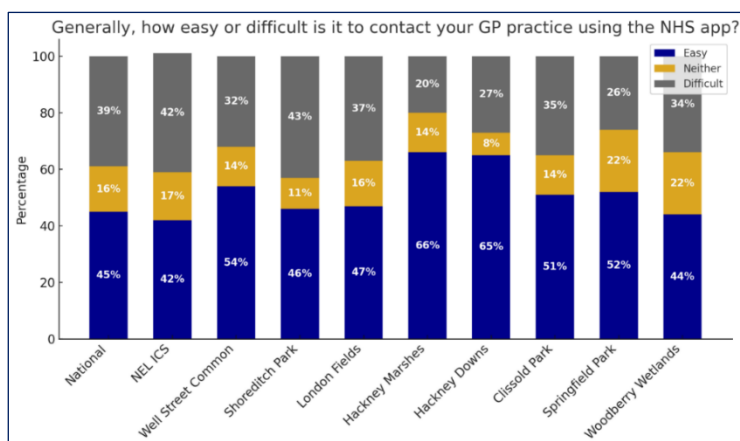
Question 2: GP Access via practice website



Source: Contact with GP practice via website (IPSOS GP Survey)

In Woodberry Wetlands, 46% of respondents said it was easy to contact their GP practice online. However, 39% still reported difficulties with online access, pointing to ongoing issues with digital exclusion and website navigation. Further improvements are therefore needed to ensure everyone can confidently use these digital access routes.

Question 3: GP access via NHS app



Source: Contact with GP practice using NHS App (IPSOS GP Survey 2024)

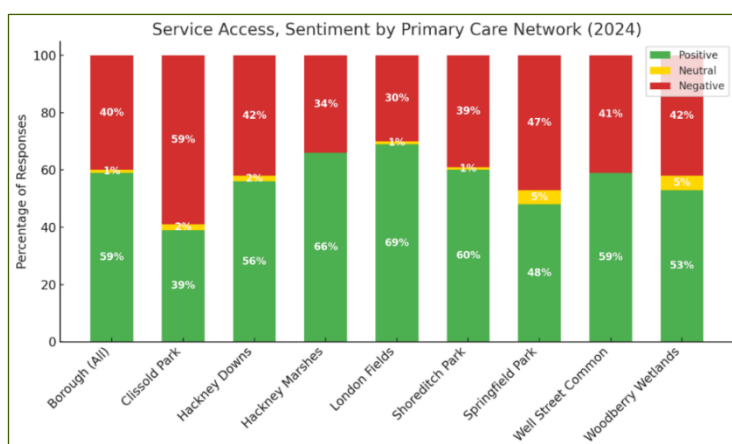
44% of respondents in Woodberry Wetlands found it easy to contact their GP practice via the NHS app. However, around a third (34%) still faced difficulties using the app, highlighting ongoing digital barriers, particularly for residents with limited digital skills or access to technology.

Taken together, the findings on telephone, website and NHS app access suggest that most residents in Woodberry Wetlands can contact their GP practice without major difficulties.

However, a significant minority still report challenges across all three methods, particularly when accessing services online. These findings highlight the need for ongoing improvements to ensure that digital and telephone systems are accessible and reliable for everyone.

Healthwatch Hackney feedback on GP access

In 2024, feedback collected by Healthwatch Hackney showed 53% of respondents from Woodberry Wetlands felt positively about their GP access, while 42% shared negative experiences. This reflects a moderately positive local experience of GP services.



Source: Overall GP Access Sentiment: Healthwatch Hackney GP Experience Report (2024)

Comparing datasets – IPSOS MORI Vs Healthwatch Hackney

The 2024 IPSOS MORI GP survey and Healthwatch Hackney GP feedback largely align in assessing GP access across City & Hackney. Both indicate that while many residents find access relatively easy, experiences vary by Neighbourhood.

For Woodberry Wetlands, the two data sets show broad alignment. The IPSOS survey reports that 59% of residents found it easy to contact their GP by phone, 46% via the website and 44% via the NHS app.

Similarly, Healthwatch Hackney feedback shows that 53% of those who shared their experiences reported a positive experience of accessing GP services. However, there is a noticeably poorer experience with online services, where challenges persist (approx. 50% negative sentiment).

Additional roles reimbursement scheme (ARRS)

The Additional Roles Reimbursement Scheme (ARRS) has enabled practices to recruit a broader range of healthcare professionals, such as pharmacists, physiotherapists, mental health practitioners and social prescribers. The aim is to improve patient access to care, alleviate pressure on GPs and provide a more holistic, multidisciplinary approach to healthcare.

The ARRS workforce in Woodberry Wetlands has been developed with a focus on local population health needs and health equity. Roles have been introduced based on identified service gaps. Some staff are directly employed by the PCN, while others are integrated through partnerships with third-party providers, fostering a flexible approach to care.

Access to sexual and reproductive health services (SRH)

Sexual and reproductive health (SRH) remains a priority across City and Hackney, where rates of sexually transmitted infections (STIs) continue to be among the highest in the country. In 2023, there were 7,693 new STI diagnoses in City & Hackney, with particularly high rates of gonorrhoea, syphilis and chlamydia in younger age groups.

The chlamydia detection rate among females aged 15 to 24 in City & Hackney was 3,388 per 100,000 in 2023, significantly higher than the England rate of 1,962. This suggests effective local screening and strong uptake of sexual health services among young people.

See table below for a summary of key indicators for Hackney, updated March 2025¹¹:

Sexual and Reproductive Health Indicators – Hackney (2023)

Indicator	Hackney	England	Comment / Rank
New STI diagnoses (all ages)	2,942 per 100,000	704 per 100,000	Significantly higher; ranked 3rd highest
STI diagnoses excl. chlamydia (under 25s)	2,547 per 100,000	520 per 100,000	High rate; ranked 3rd highest
Chlamydia detection (females 15–24)	3,388 per 100,000	1,962 per 100,000	High detection, good testing coverage
Gonorrhea diagnoses	867 per 100,000	149 per 100,000	High burden; ranked 3rd highest
Syphilis diagnoses	67.3 per 100,000	16.7 per 100,000	Ranked 9th highest
HIV testing rate (all services)	14,103 per 100,000	2,771 per 100,000	Very high testing coverage
New HIV diagnoses	75 (Prevalence: 6.8 per 1,000)	— (Prevalence: 2.4 per 1,000)	High prevalence; ranked 9th highest
Late HIV diagnoses (2021–23)	38.9%	43.5%	Slightly better than England
LARC rate (excl. injections)	42.2 per 1,000	43.5 per 1,000	Stronger provision in SHS; lower in primary care
Abortion rate (2021)	19.5 per 1,000	19.2 per 1,000	Similar to England
Repeat abortions (under 25s)	34.1%	29.7%	Slightly higher repeat rate
Births to mothers under 18	Data suppressed	0.6%	No local figure available

Source: [Summary profile of local authority sexual health \(Hackney\) – UKHSA \(Mar 2025 update\)](#)

¹¹The data in this UKHSA report either refers to Hackney or both Hackney and City of London combined. Unfortunately, the UKHSA automated report does not highlight which of these options applies for each data item.

Public Health Hackney and Homerton Healthcare provide a range of sexual and reproductive health (SRH) services, including contraception, STI testing and treatment, HIV prevention and specialist care.

Residents can access free SRH services through various providers:

- **Online:** [Sexual Health London \(SHL\)](#) offers at-home STI testing kits, routine contraception (oral contraceptive pill) and emergency hormonal contraception (EHC).
- **Clinical Services:** The [Homerton Sexual Health Service](#) operates four clinics, including the Clifden Centre and John Scott Health Centre, which accept walk-in patients. Specialist services include PrEP for HIV prevention and LGBTQIA+ support.
- **Pharmacies:** [Pharmacies in City & Hackney](#) should provide free EHC, condoms for under-25s and chlamydia and gonorrhoea testing/treatment. However access varies and a 2025 campaign by LBH City & Hackney SRH Team aims to improve visibility of these services.
- **GPs:** All [local GP practices](#) offer sexual health advice, STI and HIV testing and Long-Acting Reversible Contraception ([LARC](#)), such as implants and coils.

Accessing pharmacy-based emergency hormonal contraception (EHC)

From October 2025, EHC will be available free of charge nationally. This will address issues of the inconsistencies in access that have been reported.

A [NEL-wide Patient Group Direction](#) now enables more pharmacists to provide EHC and chlamydia treatment, helping to reduce variation across the system. A City & Hackney sexual health awareness campaign is also planned for 2025 to improve visibility and understanding of pharmacy-based sexual health services.

For a full overview of available SRH services in City & Hackney, including clinic locations and pharmacy services in Woodberry Wetlands, see the [interactive SRH services map](#). For those seeking LARC, such as implants and coils, City & Hackney service locations can be found on the [LARC access map](#).

Young People's Access to SRH Services

Addressing Barriers to Access

Consultation findings from the City & Hackney [Sexual and Reproductive Health Strategy \(2024\)](#) identified several key barriers to SRH access:

- **Confidentiality Concerns** – Many young people worry about parents or peers knowing about their visits.
- **Service Awareness Gaps** – A lack of knowledge about available SRH services remains a challenge.
- **Limited Walk-in and Evening Services** – Young people expressed a need for more flexible clinic hours.

The City and Hackney Participatory Research Project Report 2023, provided by LBH's Children, Young People, Maternity and Families, gathered the views of over 100 young people aged 16–25 from across the borough. While not specific to Woodberry Wetlands, the insights offer valuable context on the barriers young people face when accessing SRH services.

Findings reinforce the importance of culturally competent care, confidentiality, accessible information, and inclusive environments. Many young people reported uncertainty about what services were available, fears around being judged and concerns about privacy when accessing support close to home.

Young people commented:

*"I wouldn't go to my GP for stuff like that – it's **too awkward**, especially **if your parents go there too**."*

*"It's **hard to know what's out there** – no one talks about it unless it's in school, and even then, they don't go into much detail."*

*"**Some places just feel off** – like you're being judged or they're not used to dealing with people like me."*

*"I'd go if there was someone more like me there, or even if my friends said it was okay. **It's not just about access, it's about how safe it feels**."*

Key Hackney SRH Services for Young People:

- [Health Spot](#) Clinic ([Forest Road Youth Club](#)) – Provides weekly SRH clinics (Tuesdays 3–7 PM) offering STI testing, contraception and health promotion for young people.
- [Clifden Centre Walk-in Clinics](#): (Homerton University Hospital) Hosts dedicated walk-in SRH clinics for under-19s every weekday, offering contraception, PrEP, vaccinations and STI treatment.

- [Young Hackney Health Services](#): Includes sexual health drop-ins and outreach initiatives across the borough, focusing on youth-friendly and accessible services.
- [Positive East](#): Specialises in HIV prevention, testing and support for young people at higher risk.
- [Body & Soul](#): Provides a trauma-informed support network for young people living with or affected by HIV.
- [Pharmacies Offering SRH Services](#): 36 pharmacies across all eight Neighbourhoods should offer free condoms, STI testing and emergency contraception to young people.

Condom distribution scheme – Mystery shopper findings

The [Condom Distribution Scheme \(CDS\)](#) provides free condoms and lubricant to young people aged 13–25 across City & Hackney, available from participating pharmacies after in-person or online registration. A [Mystery Shopper exercise \(2024\)](#) assessed service quality across 22 pharmacies, including Park Pharmacy, Rowlands Pharmacy and Armstrong Pharmacy in Woodberry Wetlands.

Findings highlighted good staff engagement and confidentiality in many locations but also inconsistencies in condom availability, lack of visible CDS materials and limited privacy options. Some pharmacies did not actively signpost young people to other SRH services, such as STI testing or emergency contraception.

Digital & Mapping Resources

A new [online interactive map](#), developed by the LBH SRH Team, is being introduced to help young people easily locate sexual health clinics, pharmacies, GP practices and youth hubs. This tool enhances accessibility and visibility of SRH services, ensuring young people can quickly find confidential and youth-friendly support near them.

This interactive map complements existing service directories and addresses a key challenge identified in mystery shopper exercises: the lack of clear signposting to SRH services.

Insights from young people across City and Hackney

As part of ongoing efforts to understand young people's needs and knowledge gaps regarding sexual and reproductive health (SRH), workshops were conducted across schools and academies in City and Hackney from June 2023 to December 2024. This work was carried out by LBH's [Young Hackney](#) Health and Wellbeing team, providing valuable insight into young people's awareness and concerns.

Key findings:

- A total of 775 students participated in 39 sessions across City and Hackney.
- Surveys conducted before and after the sessions demonstrated a significant improvement in students' understanding:
- On average, 51% of students rated their knowledge as 'Good' or 'Very Good' before the sessions.
- This increased to 90% after the sessions, highlighting the effectiveness of the workshops.

School staff comments:

*"Very likely to have a **positive impact**."*

*"**Great videos, good examples**, very approachable facilitation."*

*"Very good. Kind and firm, **helpful, approachable and knowledgeable**."*

*"My group was very **interested and engaged**."*

*"Well structured and planned, **right approach for the age of the students**, warm welcoming questions, **encouraging to share**, supporting all students."*

*"I enjoyed the session and I am sure my students too. The **facilitator was very approachable and kind** in answering all questions, which **encouraged greater participation**."*

Topics young people most wanted to learn more about (when asked):

- Drugs and Alcohol
- Smoking and Vaping
- Stress and Anxiety
- Sex and Pleasure
- Relationships
- Personal Hygiene
- Puberty
- Sex and Consent

Access to pharmacy services

Pharmacies provide vital community healthcare, offering medication, health advice and minor ailment treatments.

Woodberry Wetlands has [three community pharmacies](#). However, the number of pharmacies alone does not guarantee accessibility; factors such as service availability, opening hours and language support still impact whether residents can effectively access pharmacy services.

According to a [Healthwatch England report \(2024\)](#), to which Healthwatch Hackney contributed, a nationally representative poll found that 72% of respondents had used a pharmacy in the past three months, demonstrating their critical role in local healthcare. However, unexpected closures due to staff shortages disrupted access for 7% of patients. Some pharmacies operate with only one pharmacist, leading to closures at lunch or during absences.

Medication Shortages

Pharmacists report difficulties in obtaining drugs, which result in patients experiencing problems receiving their prescribed medication. This can include common medicines such as HRT and painkillers.

*"You **need to keep on top of your medication** or you're not going to have anything for the weekend. Two days can be a really long time and it can be quite detrimental for our condition..."*

-Hackney pharmacy user

Language and Translation Barriers

The [Hackney Pharmaceutical Needs Assessment \(2022\)](#) states that all Hackney pharmacies *should* have access to [Language Line UK](#) for interpreting services. However, a Healthwatch Hackney audit of 18 pharmacies (Dec 2023) found that many relied on Google Translate, multilingual staff or asked patients to bring an English-speaking friend, compromising patient confidentiality.

*"I **had to bring my teenage son with me to translate, which was embarrassing**. There should be a better system for people who don't speak English well."*

-Hackney pharmacy user

Limited Awareness of Available Services

Many residents are unaware that pharmacies offer contraception, blood pressure checks and minor illness consultations, leading to underutilisation.

"People talk about primary care and just automatically think GPs and that's not the case."

-Pharmacist, Hackney

Sexual Health Community Pharmacy Project

The Neighbourhoods Programme has partnered with local pharmacists and residents to enhance sexual health services, focusing particularly on understanding emergency contraception use and young women's contraceptive choices.

Through collaborative efforts, including focus groups with community pharmacists and young residents, and a borough-wide survey developed with Hackney Council, the project aims to gather valuable insights and address misconceptions about contraception options.

Special attention is being given to culturally sensitive outreach, particularly engaging Bengali women through community-led peer research, facilitated by [Volunteer Centre Hackney](#). Additionally, resident advisors from diverse backgrounds have been instrumental in mapping local sexual health resources and supporting tailored engagement strategies.

March 2025 Update: Next steps include hosting a co-design workshop with residents and pharmacists to improve communication, awareness, and referral pathways for contraception and sexual health services.

Access to Adult Social Care

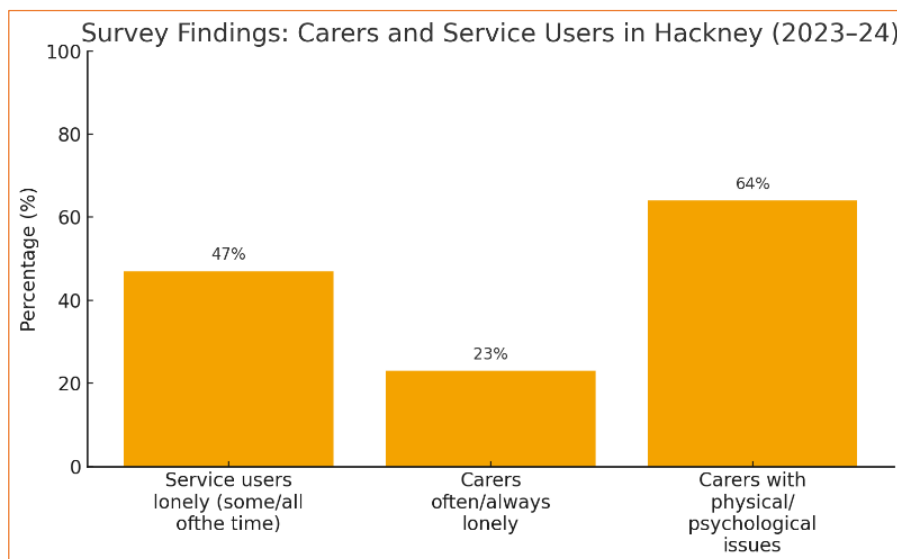
Adult Social Care (ASC) supports residents in City & Hackney who need help due to age, disability or LTCs. The goal is to help people live independently and with dignity. Services are provided through a mix of council teams, NHS partners, voluntary sector organisations and private care providers.

Adult Social Care in the London Borough of Hackney (October 2024)

As of October 2024, approximately 3,300 residents were receiving ASC support across the London Borough of Hackney (LBH). In the year from September 2023 to August 2024, around 800 unpaid carers also received a service either directly from ASC or through its commissioned partner at the time, [Carers First](#) (now delivered by [City & Hackney Carers Centre](#) - April 2025).

Survey findings from the [Adult Social Care User Survey \(ASCUS\) 2023-24](#) and the [Personal Social Services Survey of Adult Carers in England, 2023-24](#) highlight challenges faced by both carers and service users in Hackney:

- 47% of service users said they felt lonely some or all of the time.¹²
- 23% of carers reported feeling often or always lonely, with some describing feelings of isolation and depression.¹³
- 64% of carers said they had physical or psychological health issues.¹³



Information provided by Adult Social Care (Oct 2024)

These figures reflect the extent of social isolation and health challenges faced by many people supported by Adult Social Care.

Local Strategy and Vision

The [Hackney Joint Health & Wellbeing Strategy 2022-26](#) promotes a strengths-based, holistic approach to health and social care. It supports prevention, early intervention and a 'no wrong door' model to ensure people can access the right help at the right time, particularly those with complex needs or acting as unpaid carers.

The [Hackney Adult Carers Strategy \(2024-2027\)](#) recognises the vital role of unpaid carers. While there are an estimated 19,000 unpaid carers in Hackney (including young carers and carers of children), only a proportion are eligible for support from ASC, which supports adult carers of adults.

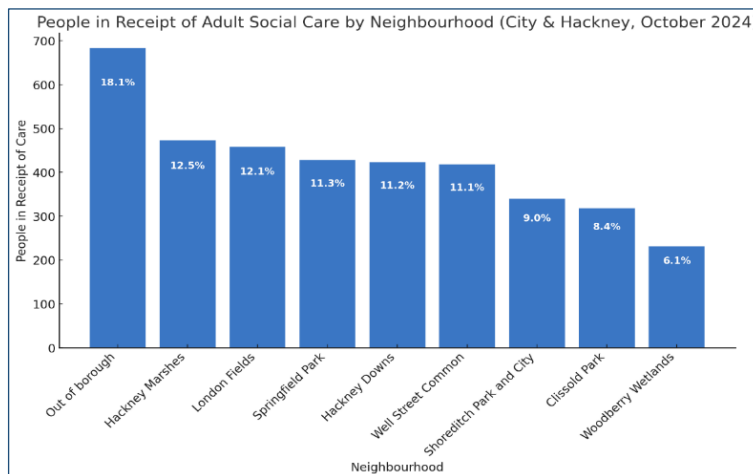
One way the strategy commits to improving support for carers who do engage with ASC is by increasing the number of carers' assessments. Between the first and second half of 2024, Hackney Council increased the number of carer assessments by 19%.

Neighbourhood-Level Data

¹² [Adult Social Care User Survey \(ASCS\) 2023-24](#)

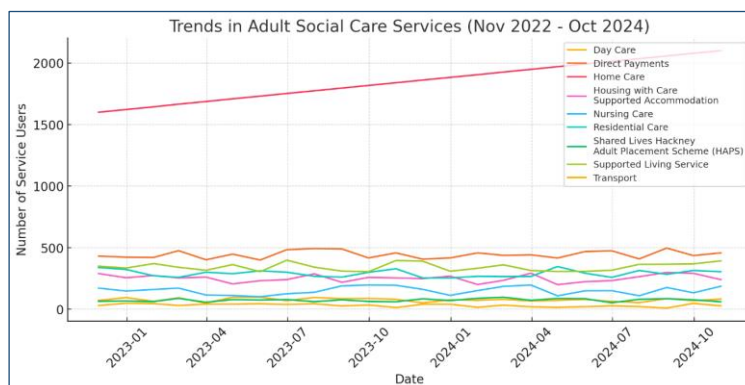
¹³ [Personal Social Services Survey of Adult Carers in England, 2023-24](#)

Neighbourhood-level data is only applicable to long-term ASC services (not carers). As of October 2024, 6.1% of all long-term ASC service users in Hackney lived in Woodberry Wetlands, placing it among the lowest-ranking Neighbourhoods.



Information provided by Adult Social Care (Oct 2024)

Trends in Adult Social Care Services (Nov 2022 – Oct 2024)



Information provided by Adult Social Care (Oct 2024)

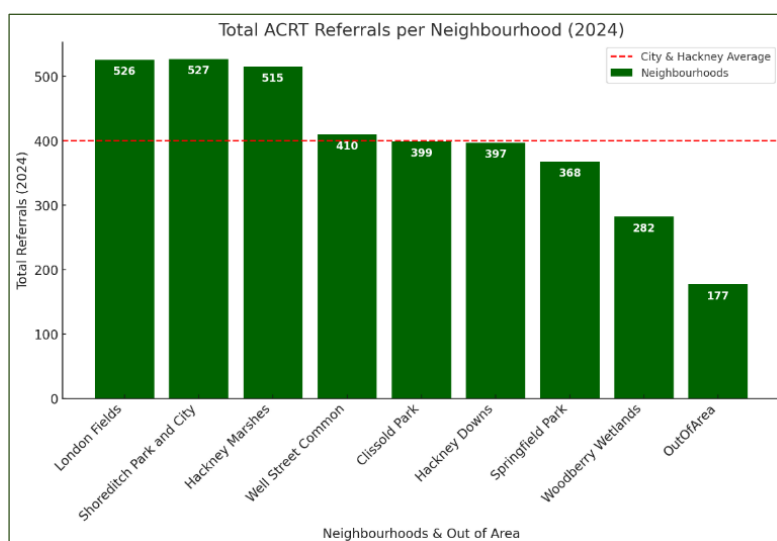
Between November 2022 and October 2024, the number of people receiving home care in City & Hackney rose from 1,626 to 2,138, reflecting rising demand and a shift towards preventative care, reablement and support at home after hospital stays.

Loneliness and social isolation remain significant concerns, especially among service users and unpaid carers.

Access to Community Rehabilitation Services

The [Adult Community Rehabilitation Team \(ACRT\)](#), based at St Leonard's Hospital, is a multidisciplinary service including physiotherapists, occupational therapists, speech and language therapists, psychologists, dietitians, and rehabilitation assistants. ACRT supports

residents to set individual goals and provides tailored [group programmes](#), run by specialists throughout the year.



Source: City & Hackney [ACRT](#) (2025)

In 2024, there were 282 referrals from Woodberry Wetlands, placing the Neighbourhood below the City and Hackney average. A total of 3,959 clinical activities were delivered to local residents, including assessments, therapy sessions and reviews, provided at home, in clinics and community settings.

New Community Assessment Clinics

To improve access and reduce wait times, new Community Assessment Clinics have opened at Frampton Park Baptist Church and St Leonard's Hospital. Open to residents across all Neighbourhoods, these clinics prioritise high-demand areas such as walking aid provision and neuro-physiotherapy, helping to streamline care pathways.

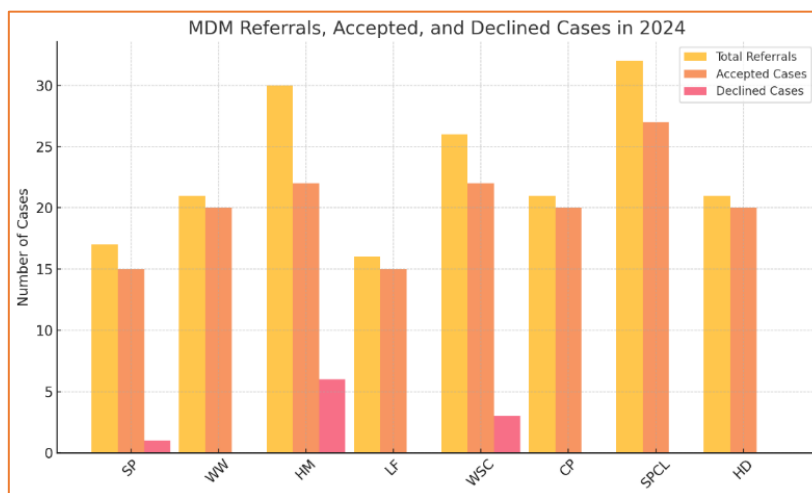
Multidisciplinary Team Meetings in City and Hackney

[Multidisciplinary Team Meetings \(MDMs\)](#) play a key role in City and Hackney's Neighbourhoods way of working by facilitating collaborative, multi-agency working. Residents with complex needs often require support from various services, organisations and professionals, each addressing different aspects of their care.

MDMs bring together the people supporting a resident, including professionals, families, carers and those close to them, on a regular basis to develop a holistic, person-centred plan. These meetings help address not only medical needs but also wider social determinants of health, such as housing, financial difficulties and safeguarding concerns. By reducing siloed working and enhancing information sharing, MDMs promote a more coordinated and effective approach to care.

Cases referred in 2024

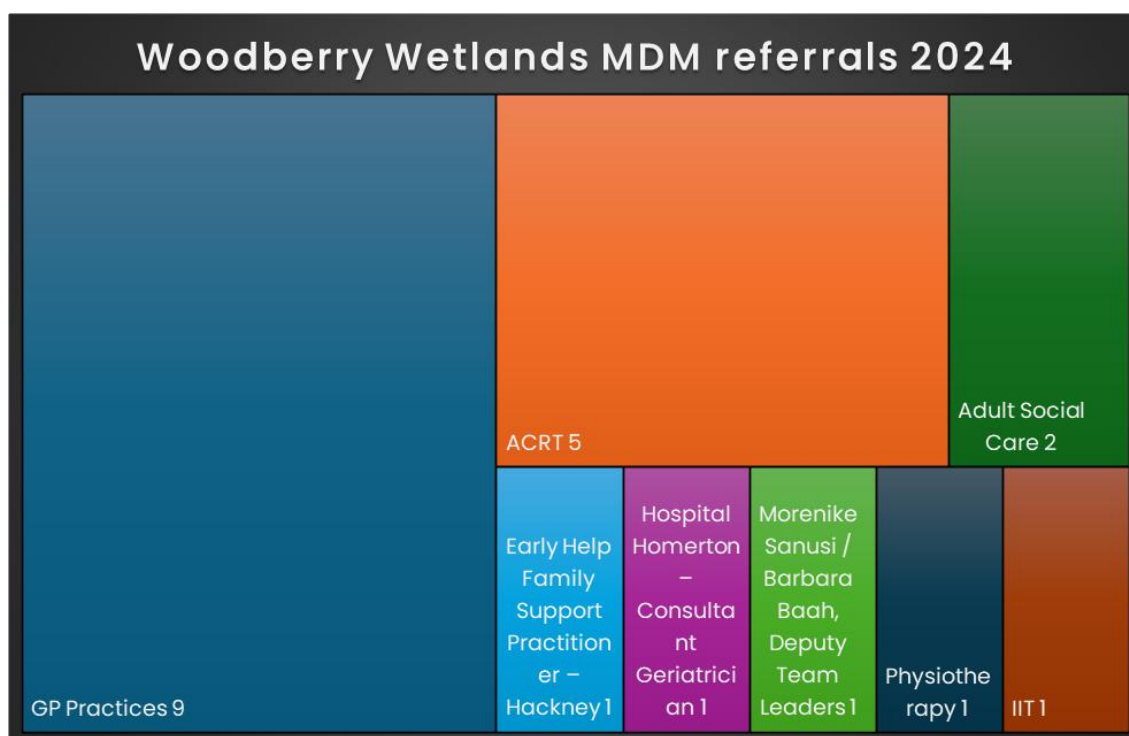
In 2024, there were 20 referrals to the Woodberry Wetlands MDM team. The acceptance rate in 2024 stood at 100%. The percentage of declined referrals fell between 2023 and 2024.



Source: Homerton Healthcare NHS Trust, MDM Team (2025)

Referral Sources

The following tree map of referral sources provides insight into which agencies were most engaged in the MDM process.



Source: Homerton Healthcare NHS Trust, MDM Team (2025)

Insights from the MDM Team

As part of ongoing efforts to improve the effectiveness of MDMs, the following key observations regarding impact, professional feedback and challenges were shared by the MDM Team (2025):

Impact on Residents

While historical data on outcomes has not been systematically collected, GPs and ACRT report that residents discussed at MDMs often experience positive changes. From the new tax year, a new system will be introduced to track outcomes more consistently and effectively.

One recent case involved a resident with multiple risks (post-stroke), non-adherence to medication, facing eviction and language barriers. Through the MDM, professionals coordinated input from District Nurses, mental health services and a social prescriber, while the chair liaised with the housing association. This joint effort reduced the risk of homelessness and improved care access.

Feedback from Professionals

Health professionals across City and Hackney have expressed strong support for MDMs, noting that they foster collaborative problem-solving and holistic care. However, one recurring challenge shared was the low number of referrals.

Challenges and Areas for Improvement

Inconsistent attendance from some services limits the full potential of MDMs. To address this, the new MDM team lead is actively visiting local teams to boost engagement, increase referrals and ensure more residents benefit from coordinated support

Future Developments

City and Hackney MDMs are moving towards an Integrated Neighbourhood Team (INT) model to deliver more coordinated care closer to home and reduce pressure on health and social care services. Each Neighbourhood will bring together district nursing, therapy and social care teams, working alongside voluntary and community sector organisations for the first time.

INTs will also develop tailored strategies to address local health inequalities by drawing on community networks. A dedicated City of London group will meet its specific needs and plans are underway to explore integrating children's services into the INT model.

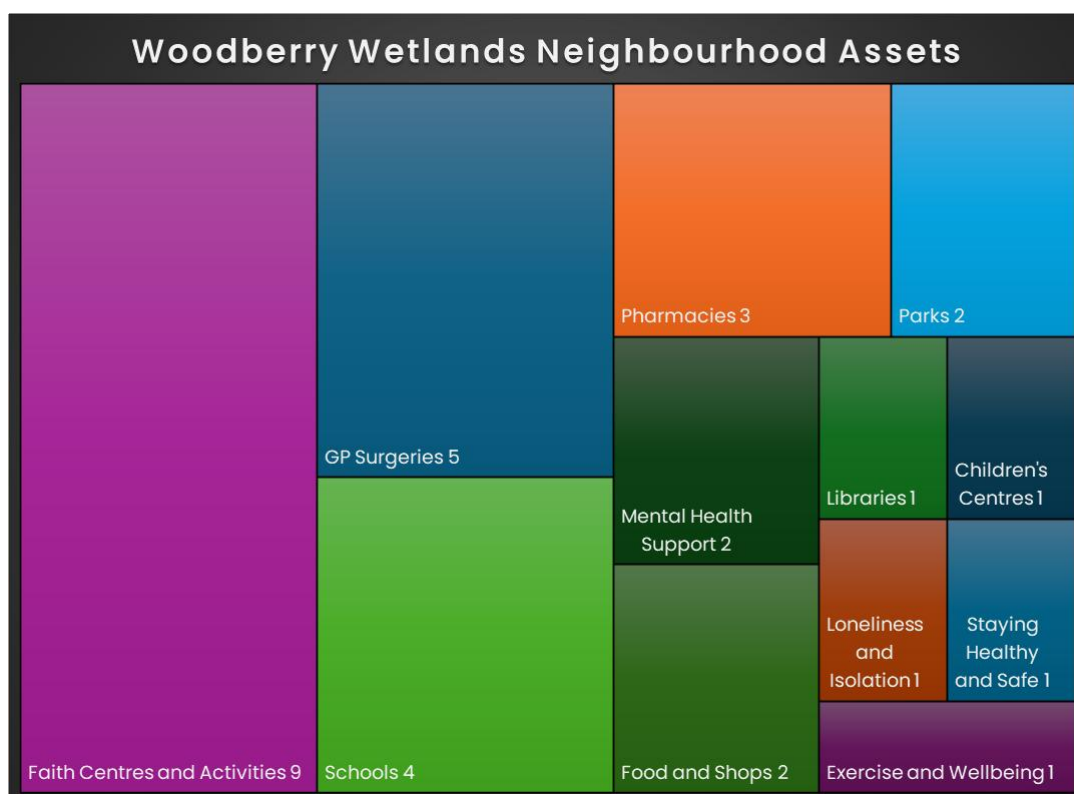
Neighbourhood Assets in Woodberry Wetlands

Woodberry Wetlands Neighbourhood is home to a diverse and vibrant range of voluntary and community organisations that deliver vital services to local residents. These organisations play a key role in promoting health and wellbeing, tackling social inequalities, and strengthening community connections.

Local assets include services that support mental health, reduce loneliness and isolation, encourage physical activity, and provide faith-based support and social prescribing.

The neighbourhood is further enriched by a wide network of community venues, food services, children's centres, and arts initiatives. Many of these organisations work in partnership with healthcare providers, local authorities, and voluntary sector partners to offer residents holistic, joined-up support.

An interactive map of these services is available through the '[Find Your Neighbourhood](#)' function of the [City and Hackney Neighbourhoods](#) website. By entering a postcode, users can explore geographically mapped services in their area, complete with contact details and location information.



Source: <https://cityandhackneyneighbourhoods.org.uk/neighbourhoods/woodberry-wetlands/>

Community hall hire

The following table presents the community hall hire spaces available in the Woodberry Wetlands area, as listed on the [Hackney Council's community halls directory](#). These venues offer a variety of facilities suitable for events, meetings and activities, catering to the diverse needs of the local community.

Woodberry Wetlands Neighbourhood Community Hall Hire			
Venue	Type of venue	Capacity	Wheelchair access
Amwell Court Community Hall, Portland Rise, London, N4 2NY	Located near West Reservoir, 7-min walk from Manor House Underground.	80	Yes
Amwell Court Community Hall, Portland Rise, London, N4 2NY	98m ² compact space with a kitchen. Space suitable for regular activities, fitness, classes, dance, music + clubs.	80	Yes
Azalea Court Community Hall, Finsbury Park Place, Queens Drive, London, N4 2AP	A modern 53m ² hall with a kitchenette. Suitable for regular activities: training, community meetings, yoga, Pilates + pre/post-natal groups.	20	Yes
Kings Crescent Community Hall, Kings Crescent Estate, Queens Drive, London, N4 2XD	110m ² hall ideal for regular activities: training, community meetings, societies, yoga, Pilates and pre/post-natal groups.	80	No
Kings Crescent Community Hall, Kings Crescent Estate, Queens Drive, London, N4 2XD	A 10m ² office space includes desks, chairs, broadband + access to the kitchen.	2	No
Lordship North Community Hall, Queen Elizabeth Walk, London, N16 5HG	A 20m ² hall inc. tables, chairs, kitchen with sink/hot water urn + accessible bathroom. Suitable for small social groups and meetings.	25	No

Community Health Champions

The [City & Hackney Community Health Champions](#) (CHC) programme empowers local residents by training volunteers (known as Community Health Champions) to be trusted sources of health information in their communities.

Delivered in partnership by [Volunteer Centre Hackney](#) (VCH) and City & Hackney Public Health teams, the programme recently awarded [Community Health Champion Network Grants for 2024-2025](#) to local voluntary, community, and faith-sector organisations to strengthen their involvement in promoting community health.

Each year, the programme collaborates with Champions to identify health priorities reflecting residents' most pressing issues. For 2025, these priorities are:

- **Physical Activity**
- **Diet, Nutrition, and Food Poverty**
- **Vaccinations and Immunisations**
- **Long-Term Health Conditions** (focusing specifically on cardiovascular disease, diabetes, and cancer)

In addition, the CHC programme recognises cross-cutting themes such as Mental Health and Wellbeing, the Cost of Living, Health Literacy, Special Educational Needs and Disabilities (SEND) and adopting a Whole Person Approach.

To effectively address these priorities, the CHC team provides Champions with ongoing support, through tailored training, peer support sessions and targeted communication resources.

Champions also play a crucial role in gathering insights into local health needs, which the CHC team shares with health and care partners to inform service design and help reduce health inequalities.

For more information, or to explore collaboration opportunities with Community Health Champions, please contact:

- Ros Jones (rosalind.jones@cityandhackneyph.hackney.gov.uk) or
- Jo Hunt (joanne@vchackney.org).

Social prescribing

Social Prescribing is a service that connects residents with community resources to enhance their health and well-being. In City and Hackney, [Family Action](#) delivers [Social Prescribing](#) across eight PCNs and 41 GP practices. This initiative aims to improve mental health and well-being by linking individuals to community support, reducing reliance on traditional health services.

Social Prescribers assist service users in accessing a wide range of community-based activities, including social groups, arts and creative sessions, physical activities, smoking cessation, weight management, healthy lifestyle programs, skills development and volunteering opportunities. In addition, [volunteer befrienders](#) support service users in overcoming barriers and engaging with local support networks.

Who is Social Prescribing for?

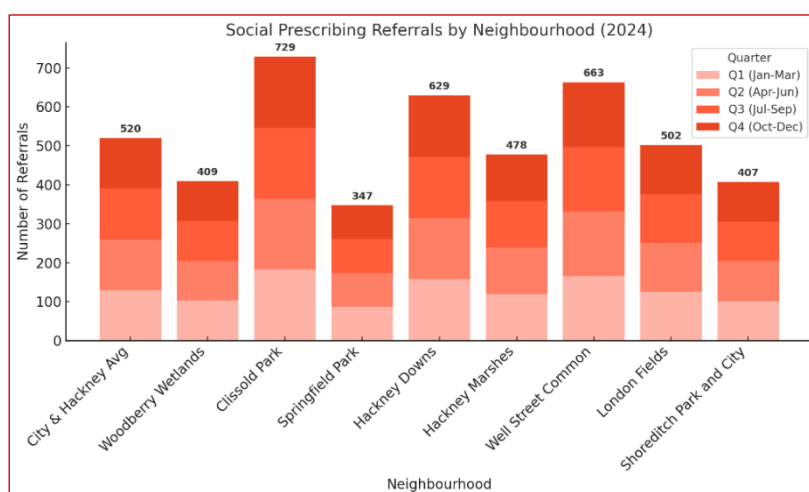
The service is available for residents aged 18 and over who may be experiencing:

- Social isolation
- Mild to moderate mental health issues
- Long-term health conditions (LTCs)
- Social or financial challenges
- Limited engagement with healthcare services
- Disproportionate impacts of the COVID-19 pandemic
- Barriers due to language, disability, or cultural background

Additionally, the [Macmillan Social Prescribing Service](#) supports individuals aged 18 and over who have had a previous cancer diagnosis, providing a person-centred approach to enable them to live well during and after cancer treatment.

Referral Trends Across Neighbourhoods

In 2024, 4,164 referrals were recorded across City and Hackney. Woodberry Wetlands Neighbourhood recorded a lower-than-average rate of 409 referrals.



Source: [Family Action](#), 2025

Key themes from referrals include:

- **Mental health difficulties** (particularly anxiety and depression).
- **Social isolation**, particularly among older adults and single-parent households.
- **Financial hardship** and housing insecurity, with many residents needing foodbank access, financial aid or housing support.

Service User Insights

Feedback from residents highlights the impact of Social Prescribing in Woodberry Wetlands:

*"...Since seeing you, I'm better able to chase things up. Before, I felt I couldn't. **Nothing can replace human contact.**"*

*"I started to feel that **someone knows I exist**. My mind is starting to be alive now, I'm not as lonely."*

*"**It's been amazing**, just having that regular session and someone to help make a plan with—I had no idea those resources were out there and for free!"*

*"My **social prescriber helped me** access foodbanks, money vouchers and the benefits system when I was at my lowest and struggling and has helped me begin to work on myself through art and counselling'.*

*"If I didn't speak to [the social prescriber] **I wouldn't have known about any of this.**"*

Woodberry Wetlands VCS Services

Neighbourhood Forums and Action Groups

The [Neighbourhood Forum programme](#) runs across all City & Hackney Neighbourhoods. It offers a structured way for residents and professionals to connect, share information and co-produce service improvements aimed at reducing health inequalities.

Each Neighbourhood has an [Action Group](#), made up of residents and professionals, who work together on agreed health and wellbeing priorities each year. In 2024, Woodberry Wetlands' action group decided on:

- **Supporting residents with isolation caused by LTCs** – Linking in with community pharmacy
- **Health Support for Children and Young People** – Sexual Health & CAMHS, support for 18–25 years

Bi-annual Forums provide accessible spaces for residents to meet with local services, share experiences and gather insights to influence change at the hyper-local level.

In Woodberry Wetlands, the Forum is facilitated by [Manor House Development Trust](#), a charitable social enterprise managing the [Redmond Community Centre](#), delivering services and activities to promote wellbeing, community cohesion, education and economic benefit within the Woodberry Down regeneration

World Harmony Orchestra

The [World Harmony Orchestra](#) is a group of professional musicians based in London, dedicated to promoting peace and unity through music. They perform at public and private events and offer music workshops and collaborations with schools and community groups.

Hackney Showroom

[Hackney Showroom](#) is an independent theatre and performing arts venue offering a diverse programme of events, including theatre, music, dance, comedy, and more. The organisation is committed to supporting emerging artists and creating an inclusive space for audiences from all backgrounds. It runs several programmes, such as a youth theatre and an artist residency scheme.

Woodberry Down Lunch Club

Lunch Up is the [Woodberry Down Luncheon Club](#), based at the [Redmond Community Centre](#), Kayani Avenue, Woodberry Down, N4 2HF. The club serves lunch every Tuesday from 12:30 to 2pm. Meals cost £4.90 per person, and there is no annual membership fee.

Woodberry Aid

[Woodberry Aid](#) is a community organisation based at Woodberry Wetlands and a recipient of the London Borough of Hackney's new Community Infrastructure Grant—a funding stream designed to support organisations with the capacity to strengthen and connect other local voluntary and community groups. Woodberry Aid works to support vulnerable people by:

- Providing essential needs and nutritious food to children and older residents
- Signposting individuals to appropriate services
- Supporting improved diets in the community
- Helping protect families and children from hunger

Shelter Hackney

[Shelter Hackney](#) is a local service run by the national charity Shelter, offering free housing advice and support to Hackney residents facing housing issues or homelessness. The service provides help with eviction, rent arrears, disrepair and homelessness and is open to anyone living in Hackney.

Support is available via a helpline or at the drop-in service. The aim is to help people secure safe, stable housing and prevent homelessness. Shelter Hackney works across multiple Neighbourhoods.

Hackney Playbus:

[Hackney Playbus](#) operates a converted double-decker bus, bringing early years play environments to housing estates and public parks in East London. Their free sessions cater to children aged 0-4, offering activities that support early learning and development.

Hackney Quest

[Hackney Quest](#) works with young people and families to help them build confidence, develop life skills and reach their full potential. The charity offers youth mentoring, after-school activities, family support services and tailored programmes that nurture resilience, leadership and emotional wellbeing.

Food Banks

[Hackney Foodbank](#) is dedicated to providing emergency food parcels to individuals and families facing crises or poverty within the Hackney community. Operating on a voucher referral system, they ensure that those in need receive essential support with dignity and compassion. Their services are available six days a week at various locations:

- **Monday:** Homerton Food Bank Centre at Kingsmead Kabin, Kingsmead Way, Homerton, E9 5QG, open from 6:00 pm to 8:00 pm.
- **Tuesday:** Dalston Food Bank Centre at Our Lady and St Joseph Church, 100a Balls Pond Road, Dalston, N1 4AG, open from 11:00 am to 1:00 pm.
- **Wednesday:** Upper Clapton Food Bank Centre at St Andrews Church, 106 Bethune Road, Stoke Newington, N16 5DU, open from 5:00 pm to 6:45 pm.
- **Thursday:** Stoke Newington Food Bank Centre at St Mary's Church, Stoke Newington Church Street, N16 9ES, open from 12:00 pm to 2:00 pm.
- **Friday:** Hoxton Food Bank Centre at the Museum of the Home, Fire Gate 3 Entrance, Geffrye Street, Hoxton, E2 8EA, open from 10:00 am to 12:00 pm.
- **Friday:** Hackney Quest provides free community meals twice a week and distributes food parcels every Friday to support those experiencing food insecurity.
- **Saturday:** Pembury Food Bank Centre at Pembury Community Centre, 1 Atkins Square, Dalston Lane, E8 1FA, open from 11:00 am to 1:00 pm.

Social Housing Providers in Woodberry Wetlands

As highlighted above, just over a third of residents in Woodberry Wetlands live in socially rented accommodation (36%). Social housing providers (also known as Registered Social Landlords) operate across multiple Neighbourhoods, managing properties for individuals and families in need of affordable housing.

These providers often reflect the diverse needs of local communities. Some offer sheltered accommodation for older residents (e.g. [Anchor Hanover](#)), while others have strong cultural or faith-based links, such as the [Industrial Dwellings Society](#) (IDS), which has longstanding ties to the Jewish community; the [North London Muslim Housing Association](#); and [Shian Housing Association](#) (a Black Minority Ethnic-led organisation).

Several providers also deliver wider services that support resident wellbeing, including employment programmes, financial inclusion support, youth activities and health and wellbeing initiatives. The chart below provides a selection of the key social housing providers operating across City & Hackney Neighbourhoods.

Network Housing Association	One Housing Group	Newlon Housing Association	London and Quadrant Housing Association	Southern Housing Association
Anchor Hannover	Peabody Housing Association	North London Muslim Housing Association	Clarion Housing Association	IDS
	Guinness Trust	Sanctuary Housing Association	Shian Housing Association	
		Notting Hill Genesis		

Conclusion

Woodberry Wetlands is home to a mixed community, with some of the most and least deprived areas in City and Hackney. This contrast is reflected in health outcomes and access to services.

Residents report good experiences with GPs and pharmacies but access remains uneven, particularly for those affected by digital exclusion and language barriers. Mental health needs are high across age groups, especially among residents with long-term conditions and young people with neurodiverse needs.

Children and young people face challenges linked to early development, neurodiversity and sexual health. Older residents, particularly those living alone or in deprived areas, experience social and digital exclusion.

The Neighbourhood benefits from active community groups and services like social prescribing and community pharmacies, but awareness and navigation remain limited. Improving access, continuity and coordination of care will be key to addressing inequalities.

Neighbourhood Challenges and Opportunities

Snapshot summary of key themes emerging from this year's Neighbourhood Insight Report

Challenges	Opportunities
Mental Health	Mental Health
High prevalence of anxiety and depression. Key barriers include long waiting times, digital exclusion, and poor awareness of alternative support routes.	Promote direct access NHS Talking therapies. Promote NHS 111 'Option 2' mental health crisis line + peer support to improve access / earlier intervention.
Access to GP Services	Access to GP Services
Access remains inconsistent. Around one-third of residents face difficulties using the NHS app or practice websites. Phone booking also problematic for some.	Upskill residents on use of NHS app. Promote digital inclusion initiatives like IT classes at Age UK's Marie Lloyd Centre and GP practice-based digital inclusion champions. New roles via ARRS.
Long-Term Conditions (LTCs)	Long-Term Conditions (LTCs)
Obesity, anxiety, depression and hypertension prevalent + not all residents feel confident managing them.	Build on this with stronger follow-up / better signposting to community services.
Children and Young People	Children and Young People
Developmental milestone attainment lower than average. Higher-than-average CAMHS disability	Promote targeted services like Nature Connection Group for neurodiverse youth. Strengthen CAMHS referral navigation and school-based interventions.

service use. Neurodiverse needs often unmet or undiagnosed.	
Housing and Health	Housing and Health
Poor housing a major issue, closely linked to mental and physical health challenges.	Promote Housing + Integrated Care Programme. Use cross-sector partnerships offer to align housing + health support more effectively through place-based models.
Economic Hardship	Economic Hardship
Benefits, debt, housing insecurity and food poverty remain top issues. Residents rely on food banks and charitable support. Many cases reflect wider structural disadvantage.	Social prescribing / Citizens Advice Hackney play critical role in helping residents access financial, legal and housing support. Highlight VCS services like Hackney Quest and Woodberry Aid .
Community Assets and the Voluntary Sector	Community Assets and the Voluntary Sector
Many residents unaware of available services or how to access them. Staff across system not always familiar with full range of local resources.	Promote interactive services map on Neighbourhoods website, offering postcode-based navigation. Use Neighbourhood Forum and Action Group events to improve local visibility and connections.
Older People and Digital Exclusion	Older People and Digital Exclusion
Digital barriers prevent many older residents from accessing services or managing appointments. Isolation and unmet care needs more common in this group.	Promote IT support sessions (e.g. Age UK and Marie Lloyd Centre). Encourage practices to offer non-digital routes and personal support. Leverage community-based befriending and social networks.

Supporting Resident Engagement in City & Hackney Neighbourhoods

Involving residents is essential to successful Neighbourhood working. Without residents sharing their experiences to shape local priorities and service delivery, addressing health inequalities effectively becomes challenging. Resident engagement requires thoughtful planning to ensure everyone has opportunities to participate, especially those who might otherwise face barriers, such as digital exclusion.

Healthwatch Hackney runs monthly [resident engagement surgeries](#) for Neighbourhood professionals, providing peer guidance and support on effective resident involvement. These meetings are open to those engaging with residents across City and Hackney. To learn more or attend a session, email info@healthwatchhackney.co.uk.




Neighbourhood Forum meetings continue to provide a valuable space for discussing local challenges with those who live and work in the Neighbourhood. These forums are now held quarterly in each Neighbourhood and are further supported by Neighbourhood-specific Resident Action Groups. These groups bring together residents and professionals to explore forum issues in greater depth and determine how best to implement insights gained through resident engagement.

To [find out more](#), contact: VCSNeighbourhoods@hcv.org.uk or visit the [Resident & Community Engagement](#) page of the City & Hackney Neighbourhoods website.



Healthwatch Hackney
Mainyard Studios – Studio 306
280 Mare Street
London, E1 8HE

www.healthwatchhackney.co.uk
t: 0808 164 7664
e: info@healthwatchhackney.co.uk

 [Facebook.com/Healthwatch Hackney](https://www.facebook.com/HealthwatchHackney)
 [@healthwatchhackney](https://www.instagram.com/healthwatchhackney)
 [@healthwatchhackney2587](https://www.youtube.com/channel/UC2587)



North East London