Woodberry Wetlands: Neighbourhood Insight Report 2025

Healthwatch Hackney
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Introduction

This presentation summarises the [2025 Woodberry Wetlands Insight Report](#) by [Healthwatch Hackney](#). It highlights demographics, health outcomes, service access and community assets, outlining strengths and challenges to guide services in reducing inequalities for local residents. For detailed data, analysis and links to local services, please use above link to full report.

Neighbourhoods Way of Working

Building Better Local Systems

Collaborative Approach

Residents, services, local authorities and community groups work together to improve health and well-being, placing residents at the heart of decisions so services meet local needs and priorities.
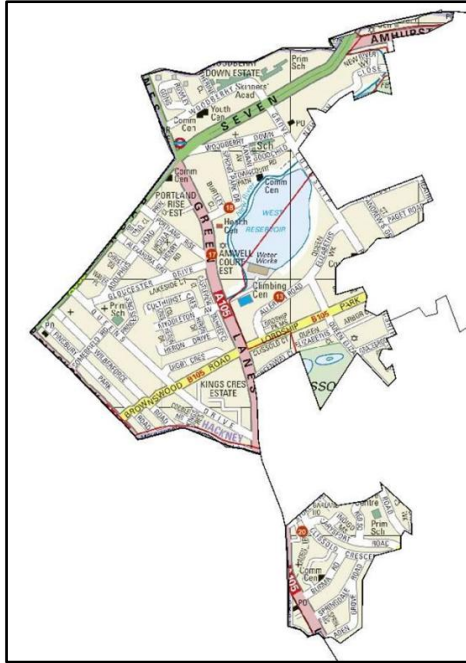
The Three Pillars

The 2025 [Neighbourhoods Staff Handbook](#) supports staff in adopting place-based approaches through the pillars:

1. Resident at the Centre
2. Working Together
3. Knowing Your Neighbourhood.

About Woodberry Wetlands

Demographics & Context

Population and Diversity

- Smallest of Hackney's eight neighbourhoods (34,400 residents, 2022)
- Younger age profile: 31% aged 25–39(19% are children)
- Highest proportion of 'White' residents
- Significant Black, Asian, and Other ethnic groups

Socioeconomic Profile

Sharp contrasts in deprivation:
- 31% of residents live in the most deprived quintile
- 29% are in the least.

Housing is a mix of social, private and owned, with residents often raising concerns about quality, overcrowding, safety, and suitability.

Key Health Outcomes & Conditions

Physical & Mental Health Landscape

Prevalence of Long-Term Conditions in Woodberry Wetlands vs Hackney Average

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

Long-Term Health Conditions (LTCs)

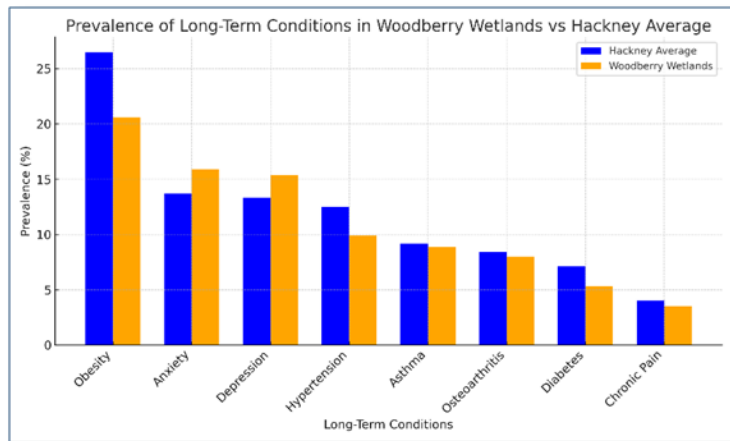Long-term conditions (LTCs) are common, especially in older and more deprived groups

Most prevalent (QOF 2024–25):
- Obesity: 20.6%
- Anxiety: 15.9%
- Depression: 15.4%
- Hypertension: 9.9%
- Asthma: 8.9%
- Osteoarthritis: 8.0%
- Diabetes: 5.3%

Anxiety and depression rates are slightly above the Hackney average

High-Intensity Service Users

WW has the fewest high-intensity GP users (1,226), yet many face complex needs. Over half live in the most deprived areas, and over a quarter manage three or more long-term conditions.
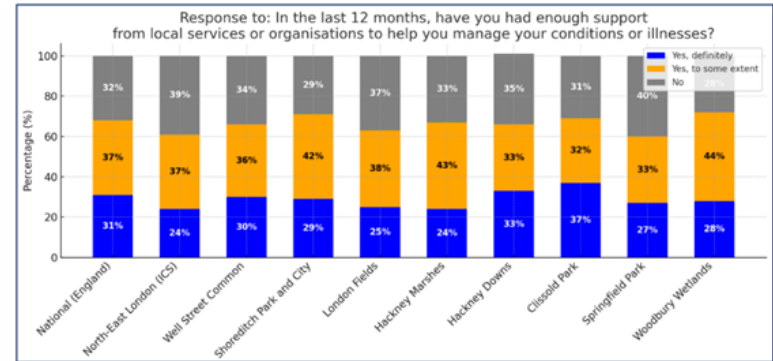
Voices from Woodberry Wetlands: Resident Experiences

Combining Data with Lived Experience

Experience with Health Services

Residents appreciate the care and accessibility of local GPs, pharmacists and staff but older adults and those with complex needs still face digital exclusion, limited continuity and appointment barriers.

Case Study: Bea's Story

Bea, living with multiple LTCs and mental health challenges, became isolated after bereavement and struggled with digital systems. Support from a pharmacist and peer groups helped her reconnect. She calls for long-term, personal face-to-face support and more wellbeing funding.

Response to: In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

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

Health Inequalities

Addressing Disparities

Children & Young People

19% of residents are under 18. Most health indicators for children (e.g., immunisation, obesity) are in line or slightly better than borough averages. However, attainment of developmental milestones is lower (71% vs. 80%) and use of mental health and sexual health services among young people is high.
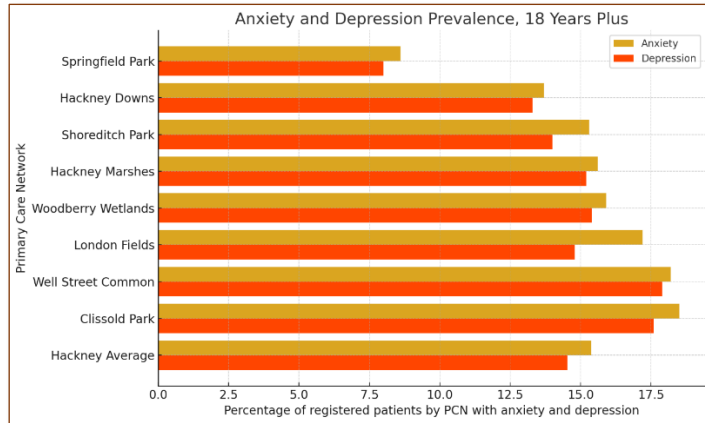

Older People & Digital Exclusion

The older population (8.2% aged 65+) matches borough averages but faces specific risks: social isolation, financial hardship and higher rates of living alone, especially in deprived areas.

Digital exclusion affects up to 17% of adults, with 3% never having used the internet. This limits access to vital health services, especially for older residents, though community IT training at venues like the Marie Lloyd Centre is helping bridge the gap.

Access to Mental Health Services

Mental Health in Focus

Anxiety and Depression Prevalence, 18 Years Plus

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

High Prevalence and Demand

- Anxiety/depression highly prevalent.
- Mental health caseloads lower than elsewhere but demand rising.
- Long waits, digital barriers + stigma impede access.
- Minoritised groups/young women especially affected.

Alternative Access Routes

- Residents can access crisis support via NHS 111 'option 2'.
- Local talking therapies + peer networks available but awareness/navigation are barriers.
- Charities/VCS organisations expand support options.
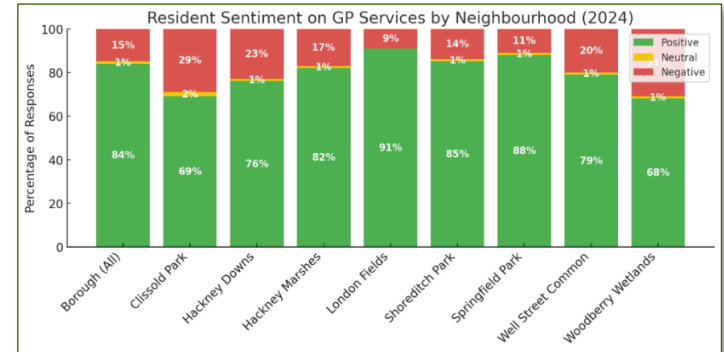
Access to GP & Pharmacy Services

Primary and Community Care

GP Access: Mixed Feedback

- Most residents value local GPs + teams.
- Around a third face barriers with digital/telephone booking + continuity of care.
- Additional Roles Reimbursement Scheme (ARRS) has expanded clinical staff, inc. pharmacists + mental health practitioners.

Pharmacy Services

Community pharmacies are vital for medication, contraception and minor ailments, though some residents struggle with language barriers, limited service awareness and occasional medicine shortages.

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

Sexual and Reproductive Health (SRH)

Hackney, including Woodberry Wetlands, has among the country's highest STI and HIV rates, particularly in young adults. Local SRH services (online home testing, walk-in clinics, pharmacy EHC) aim to be inclusive and accessible.

Barriers for Young People

Young people face confidentiality, awareness & convenience concerns. Targeted youth clinics, digital mapping tools and participatory education aim to address SRH barriers and improve access.
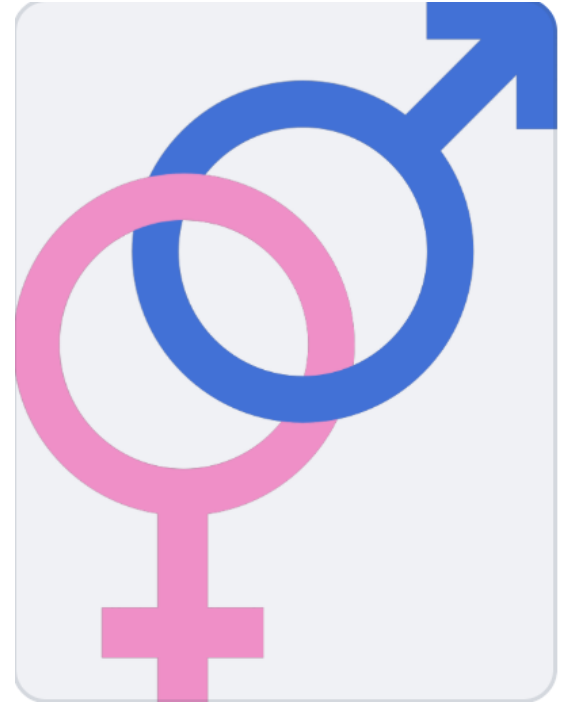
Young people commented:

"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..."

"Some places just feel off – like you're being judged...."

Support:

- **Local services:** Health Spot Clinic, Clifden Centre, John Scott Health Centre SH Clinic, Positive East, 36 pharmacies with condom/EHC provision
- Interactive SRH map launched in 2025

Neighbourhood Assets and Community Services

Community Strengths

Voluntary & Community Sector (VCS)

Local VCS organisations address:

- Mental health
- Isolation
- Physical activity
- Arts
- Food insecurity

Examples: Lunch/Kitchen clubs, Hackney Showroom, Hackney Foodbank, Friends of Woodberry Down, Manor House Development Trust, Active Within, Woodberry Aid and Shelter Hackney.

Social Prescribing

Social prescribing links residents to non-clinical support and activities that improve well-being and ease pressure on health services.

In 2024, 409 residents were referred, mainly for:

- Mental health
- Isolation
- Financial challenges.

Challenges & Opportunities

Summary Table

Challenges

- Mental health prevalence
- Inconsistent GP access
- High rates of long-term conditions
- Lower early years development
- Unmet neurodiverse needs
- Housing insecurity
- Digital exclusion, esp. for older people
- Economic hardship
- Wetlands are central but many residents feel excluded by costs and perceptions that it's "*not for them.*"

Opportunities for Improvement

- Strengthen mental health signposting (Talking Therapies, NHS 111 'option 2')
- Provide digital upskilling
- Promote social prescribing
- Develop cross-sector housing partnerships
- Support local VCS services
- Expand resident engagement through Forums + accessible information
- Wetlands are unique asset to boost health + wellbeing if access is widened and inclusion improved.

Conclusion & Next Steps

- Woodberry Wetlands is vibrant and diverse but marked by deprivation, health inequalities and unequal service access.

- Many value GPs and pharmacies, yet digital exclusion, language barriers, housing and financial pressures persist.

- Local assets such as VCS organisations and social prescribing provide vital but often unseen support.

- Stronger coordination, engagement and equity are key to building healthier, more inclusive futures.

- For involvement or information, contact Healthwatch Hackney or neighbourhood leads.