

<p>Non-Executive Report of the: <b>Health and Wellbeing Board</b></p> <p>Tuesday 2 November 2021</p>	
<p><b>Report of:</b> Warwick Tomsett, Joint Director, Integrated Commissioning, LBTH</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Introduction to Tower Hamlets Connect: information and advice service.</b></p>	

<p><b>Originating Officer(s)</b></p>	<p>Shuheda Uddin, Senior Commissioning Manager, LBTH</p>
<p><b>Wards affected</b></p>	<p>All wards</p>

### Executive Summary

The presentation (tabled for the meeting on 2 Nov) will outline how residents accessing the Tower Hamlets Connect service can be supported online, on the phone, and in person. Tower Hamlets Connect (Age UK East London lead) has been commissioned to be the front door for adult social care and support residents as far as possible in the community.

### Recommendations:

The Health and Wellbeing Board is recommended to:

1. Note the presentation and comment on the Tower Hamlets Connect service and progress since the service went live on 19 July 2021.

## **1. REASONS FOR THE DECISIONS**

- 1.1 This presentation is for the Board to note the Tower Hamlets Connect service and progress since the service went live on 19 July 2021. There are no specific decisions required from the Health and Wellbeing Board.

## **2. ALTERNATIVE OPTIONS**

- 2.1 There is no decision required from the Board.

## **3. DETAILS OF THE REPORT**

- 3.1 The presentation is tabled for the Health and Wellbeing Board meeting on Tuesday 2 November and will outline the information, advice and advocacy offer, across health and care, in Tower Hamlets.
- 3.2 The council lead on the transformation and redesign of a joined-up approach to information and advice across health, social care and social welfare is a key driver in empowering residents with making more informed choices and control. This new and integrated Tower Hamlets Connect service went live on 19 July 2021 and take a strengths-based approach to information and advice, supporting people to help themselves and achieve their goals.
- 3.3 Tower Hamlets Connects supports the council to manage demand on its adult social care front door and those of health partners by providing free, quality-assured information, advice and advocacy across health, social care and social welfare.
- 3.4 Equipping residents with the correct information and advice support at the right time will enables residents to support themselves, live fulfilling lives and to be as independent as possible.
- 3.5 The service offers early help and support to residents and carers through a digital portal, a help/advice telephone line service and face-to-face support in community and primary care settings.
- 3.6 A key element of the information and advice offer is the Tower Hamlets Together [Digital Portal](#). This website is the digital front door for all residents with or without health or care needs. It provides residents with a suite of information and advice pages, a service directory, and an events calendar.

## **4. EQUALITIES IMPLICATIONS**

- 4.1 The service has been designed to support all adult Tower Hamlets residents. As part of the contract, Age UK East London will record equalities information that will be reviewed as part of standard quarterly contract review meetings. This data will be used to inform any adjustments required to the service delivery model.

- 4.2 The digital portal includes an onscreen reader/support tool which can translate text into various community languages and meets the accessibility standards for reading aloud to those with sight impairments. The tool makes online content more accessible for people with dyslexia, low literacy, English as a second language, and those with mild visual impairments.
- 4.3 The portal is designed to meet current accessibility standards in its use of colour, font size and page layout, to assist the user experience, particularly for those with sight impairment.
- 4.4 Across the site the page text is edited using the principles of Plain English to enhance and maintain readability levels and ensuring the text is understood by the widest possible audience.

## **5. OTHER STATUTORY IMPLICATIONS**

- 5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:
- Best Value Implications,
  - Consultations,
  - Environmental (including air quality),
  - Risk Management,
  - Crime Reduction,
  - Safeguarding.
  - Data Protection / Privacy Impact Assessment.
- 5.2 The Care Act 2014 places a duty on local authorities to have an information and advice service relating to care and support for adults and carers.

---

## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- None

### **Appendices**

- None

### **Local Government Act, 1972 Section 100D (As amended)**

### **List of “Background Papers” used in the preparation of this report**

List any background documents not already in the public domain including officer contact information.

- None

### **Officer contact details for documents**

Darren Ingram, Service Manager, Integrated Commissioning, LBTH

[Darren.Ingram@towerhamlets.gov.uk](mailto:Darren.Ingram@towerhamlets.gov.uk)