

# Introduction to Tower Hamlets Connect

Information, advice and advocacy service in London Borough of Tower Hamlets

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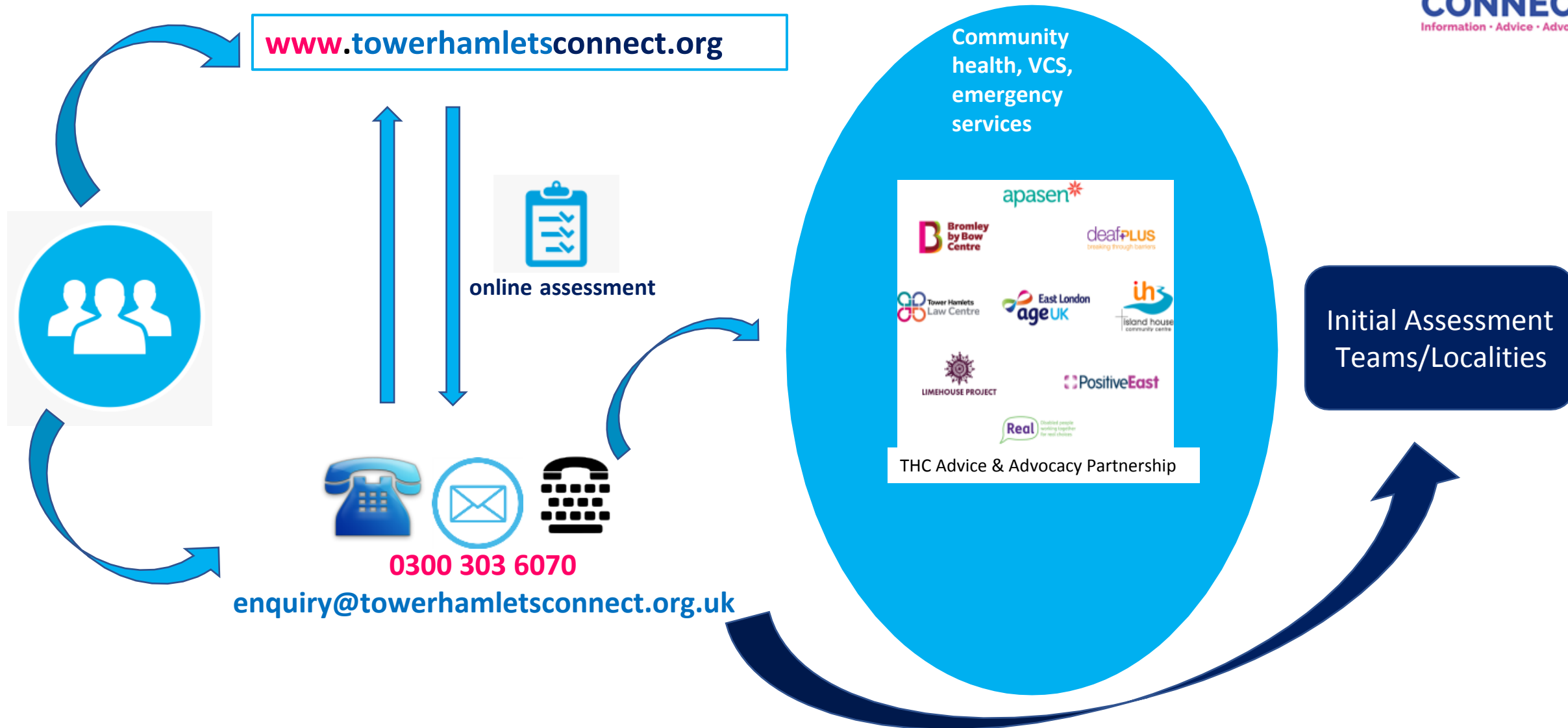


Delivered in partnership with:



- Providing residents with the right help at the right time through the right channel.
- Co-ordinating resources to target the highest need





[www.towerhamletsconnect.org](http://www.towerhamletsconnect.org)

online assessment

**0300 303 6070**

[enquiry@towerhamletsconnect.org.uk](mailto:enquiry@towerhamletsconnect.org.uk)

Community  
health, VCS,  
emergency  
services

THC Advice & Advocacy Partnership



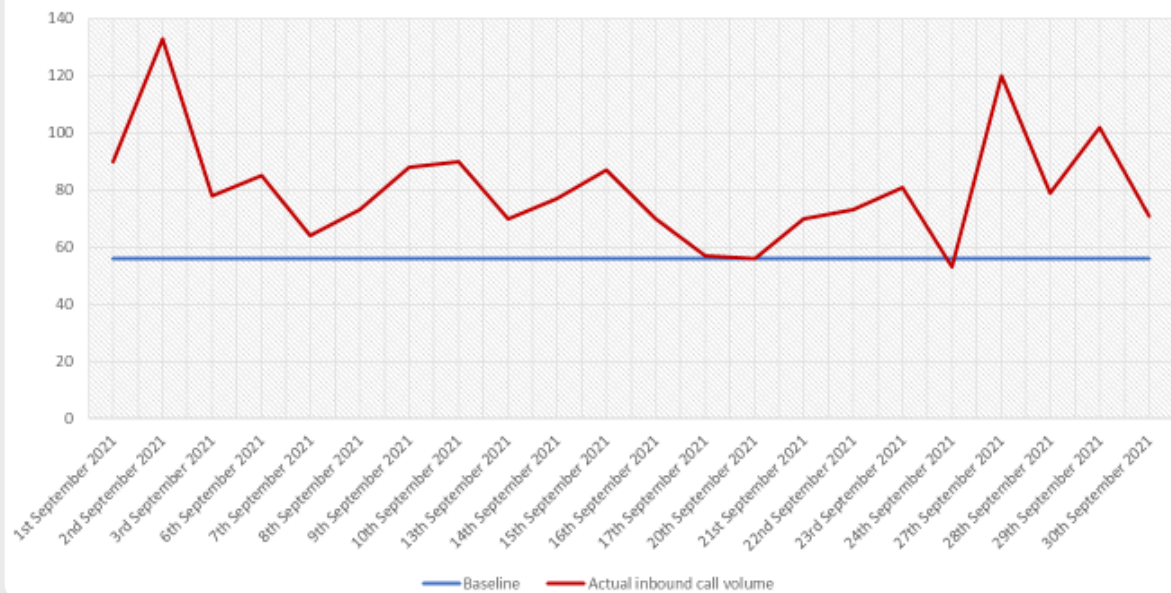
Initial Assessment  
Teams/Localities

# Helpline demand 1<sup>st</sup> Aug to 30<sup>th</sup> Sept

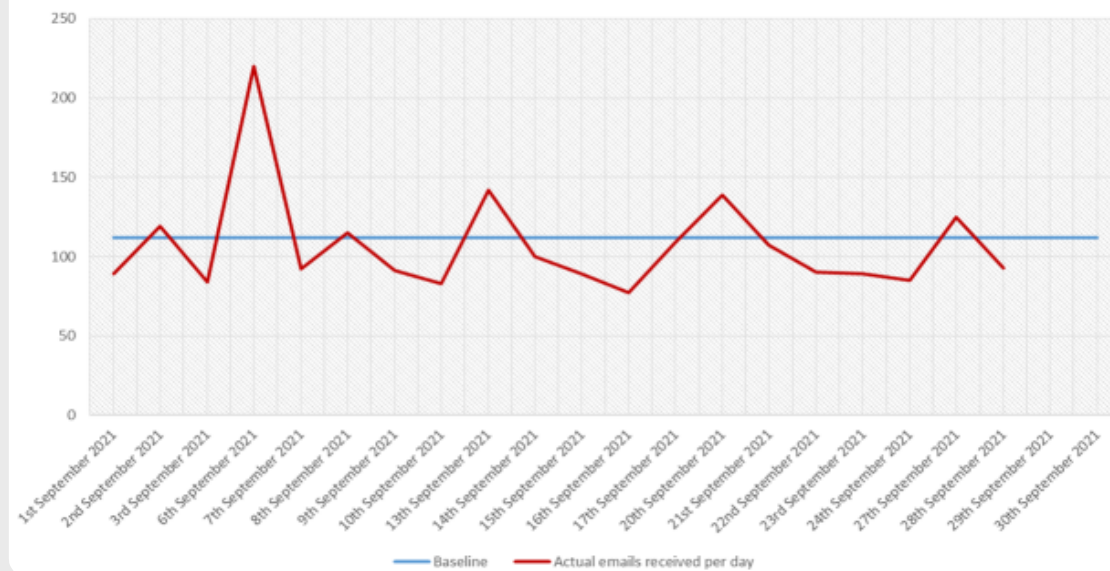
Total calls: **3,014**

Total emails : **4,908**

Call volume to THC helpline vs predicted baseline, September 2021



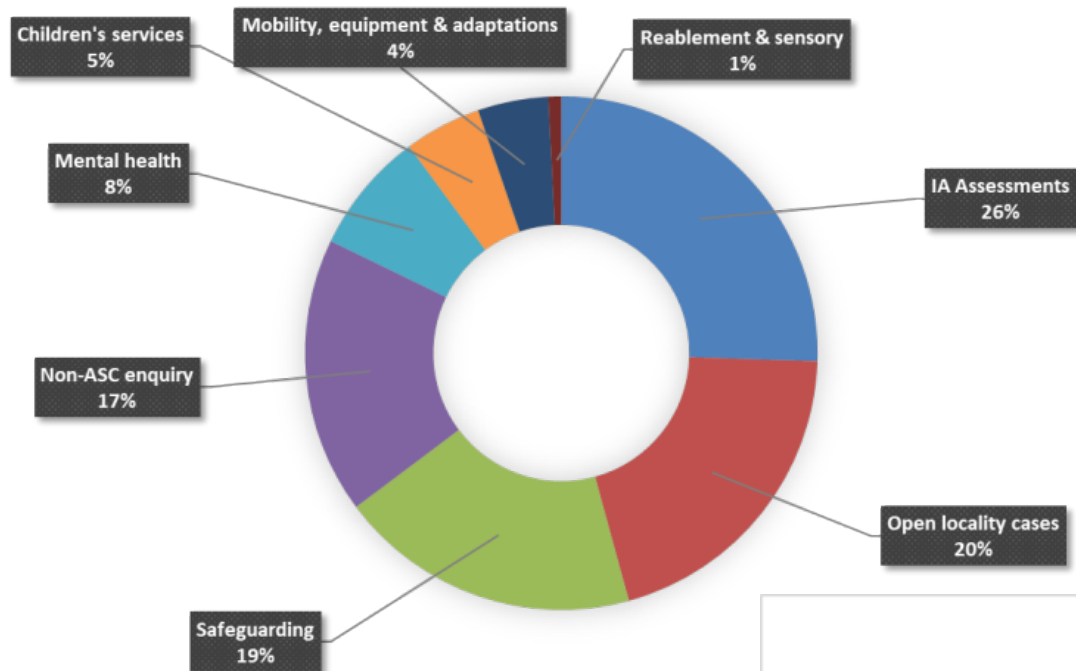
Emails received per day to enquiries@thcvs predicted baseline, September 2021



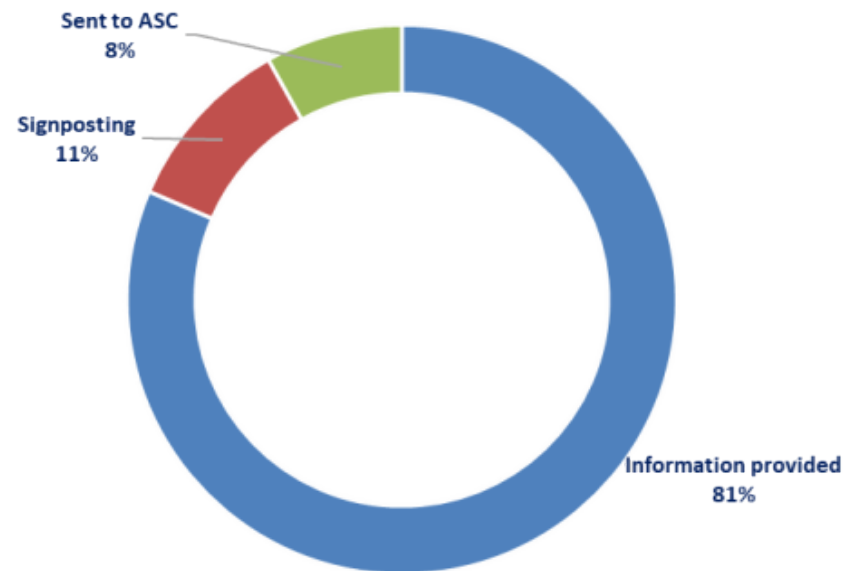
# Outreach Advice and Advocacy 1<sup>st</sup> Aug – 30<sup>th</sup> Sept

	Referrals	Contacts
community centres, homes, hospitals	196	371
GPs and health centres	235	272
General advocacy	93	182
<b>TOTAL</b>	<b>524</b>	<b>825</b>

### Requested ASC Category- referrals 11.10- 15.10



### Action taken on THC referrals 11.10 - 15.10



# How we help

# How we help

Enquiry	Response
<p>Safeguarding referral. Information states person is a substance misuser, street homeless, in significant debt, fearful of being beaten up by the people they owe money to. Suffering from depression, anxiety and is suicidal</p>	<ul style="list-style-type: none"> <li>• Provided info / advise / signposted to HOST, Debt Free London, RESET, GP for possible referral to CMHT, Police.</li> <li>• Advised to present at A&amp;E if in crisis.</li> <li>• Signposted the portal</li> </ul>
<p>Mum requesting OT assessment for Autistic child. Reports they try to climb out of windows, touch the cooker when it's on, opens kitchen cupboard doors and runs out into the street.</p>	<ul style="list-style-type: none"> <li>• Explained the process via Children's SPA form</li> <li>• SPA form sent for her to complete along with leaflets about Children's OT and how parents can help themselves.</li> <li>• Suggested locks for kitchen cupboards.</li> <li>• Advised to check out THC Portal for other support</li> </ul>
<p>Self-referral from lady for provision of support around the home with housework, shopping, day center attendance. Reports to have no motivation since the death of her husband a few months previously. Advised to be physically quite fit, able to use computers and the internet</p>	<ul style="list-style-type: none"> <li>• Explained eligibility criteria and provided details of organisations where she could purchase care for herself should she wish to do so .</li> <li>• Suggests she speaks with a bereavement counselling service, GP can refer.</li> <li>• Talked through how to search on the THC Portal for lunch clubs / activities that she may enjoy.</li> <li>• Provided details of online and telephone shopping services.</li> </ul>

# 2021/22 Priorities

- Mapping pathways
- Understanding wider support services
- Identifying service gaps and capacity issues
- Accessibility and equalities impact assessment





Tower Hamlets  
**CONNECT**  
Information · Advice · Advocacy

# Digital Portal

My favourites ▾

Select Language ▾



A A A C C C



About us

Information and advice

A-Z

Events

Community directory

Contact us



## Tower Hamlets Connect

This is an online resource for Tower Hamlets residents, providing information and advice on health and social care, an events calendar and a directory of community services.



**I want to have**  
a good level of happiness  
and wellbeing



**I want to make**  
healthy choices



**I need support**  
to live at home



**Don't know where to  
start?**  
A-Z of info and advice



# Digital Portal key features and updates:

- [www.towerhamletsconnect.org](http://www.towerhamletsconnect.org)
- Suite of **integrated information and advice pages** offer across health and social care
- **Integrated directory** of voluntary and community services for users to search for a range of health and social care services online
- Open access **events calendar** that enables organisations to list their own events and accessed by residents in one place
- Information and advice pages on various subjects have been drafted by leads from Tower Hamlets Together and overseen by cross represented working group and
- The look and feel (navigation) of the website has been co-produced with residents and officers from Tower Hamlets Together partners.
- A residents' group is also available test and review content.
- Adult social care pages are being refreshed by an interim web content editor for the council website and on the Digital Portal to ensure there is consistency, seamless read through and strength-based approach as part of the narrative to manage demand at the front door and expect a minimum 10% channel shift from face to face/telephone services to digital platform.
- New content request to: [THConnect@towerhamlets.gov.uk](mailto:THConnect@towerhamlets.gov.uk)



# Portal analysis: 19 July to 22 October

## Portal visitor information:

1590 visitors, including 359 returning visitors

05:41 average length of time spent on the portal

63% access the portal via desktop, 34% via mobile and 3% via tablet

## Most visited categories on information pages after the home page are:

- Health and wellbeing
- Information and advice
- Managing at home
- Care homes & housing options
- Getting out and about

## Priorities going forward:

- Strengthen existing information and advice content on the portal and managing new contents process
- Publish an online video for residents, an overview of Tower Hamlets Connect and how to use website
- Phased publicity of the service from November to March 2022 to manage the expected demand on Tower Hamlets Connect, including article in Our East End with Mayor and Lead Member, posters and leaflets, engaging with adult social service providers.
- Embed user testing and feedback via the residents group
- Finalise and publish an online self-assessment form that will support key frontline teams to determine Care Act 2014 eligibility and manage demand into Adult Social Care
- Agree **Phase 2 activities** with the digital portal working group, likely to include:
  - Micro commissioning
  - Professional zone
  - Link into the council's new CRM
  - Link into the NHS app



# Any questions?