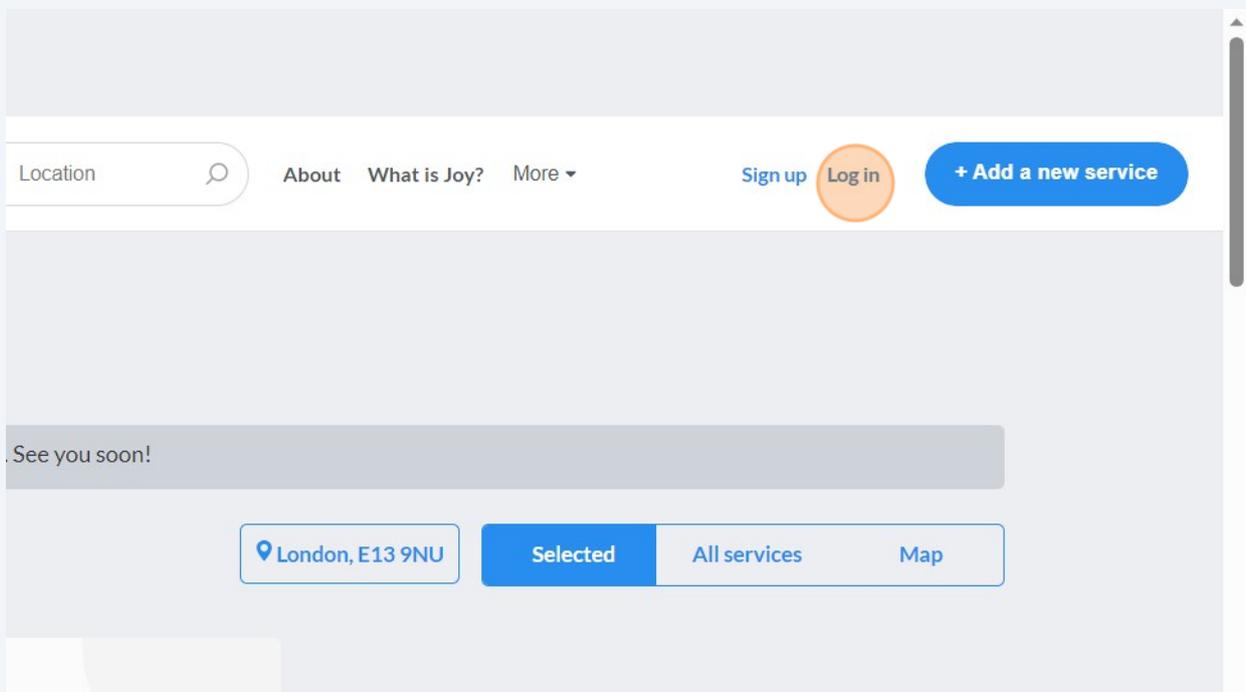


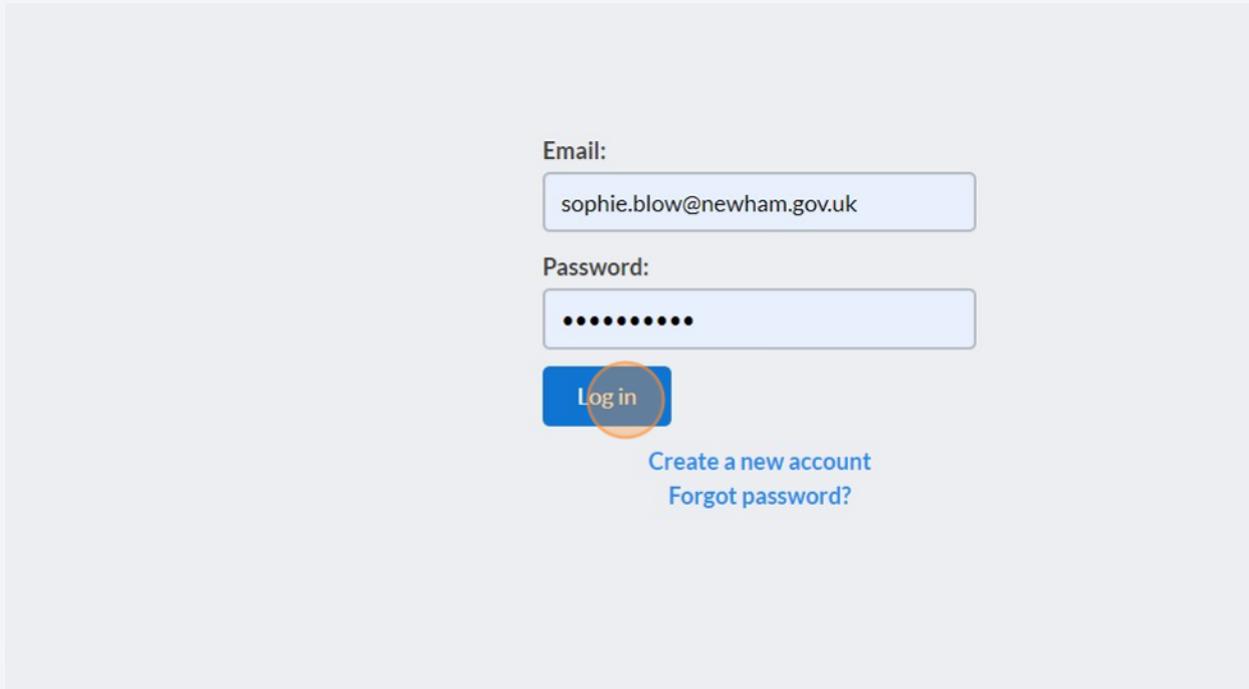
How to make a referral or signpost using the directory

1 Navigate to <https://services.thejoyapp.com/>

2 Click "Log in"

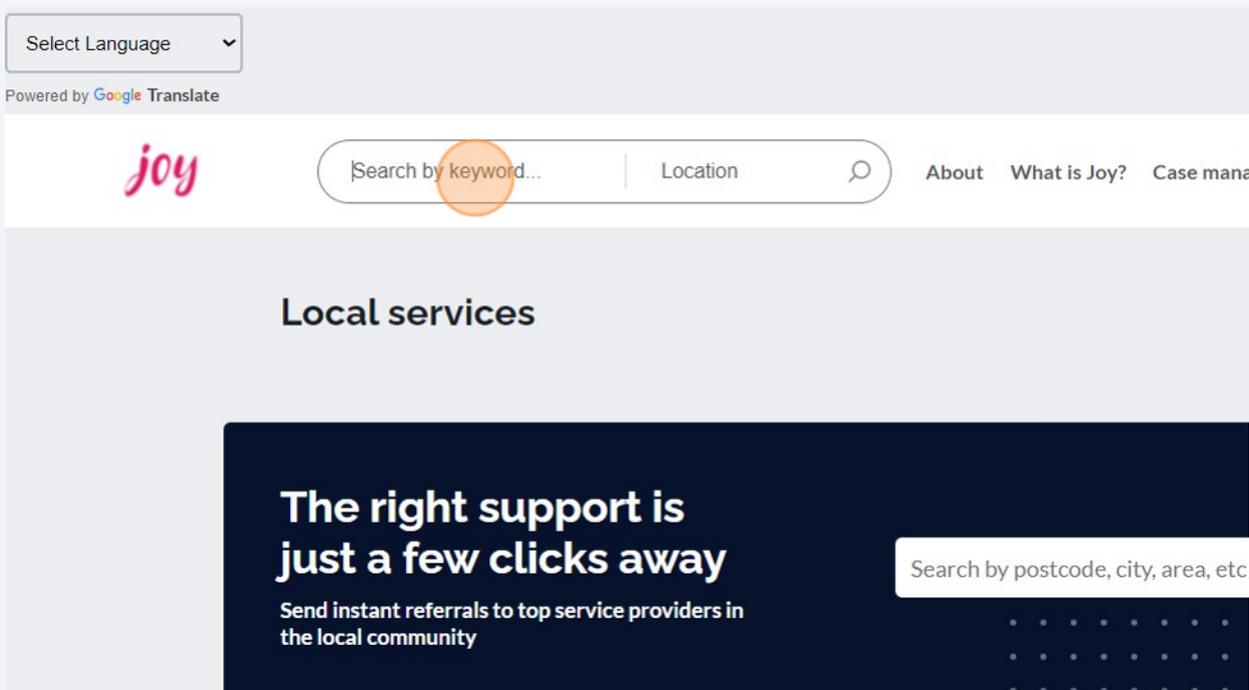


3 Click "Log in"



The screenshot shows a login form on a light gray background. At the top, the text "Email:" is followed by a text input field containing "sophie.blow@newham.gov.uk". Below this, the text "Password:" is followed by a password input field with ten black dots. A blue "Log in" button is positioned below the password field and is circled in orange. To the right of the button are two links: "Create a new account" and "Forgot password?".

4 Click the "Search by keyword..." field.



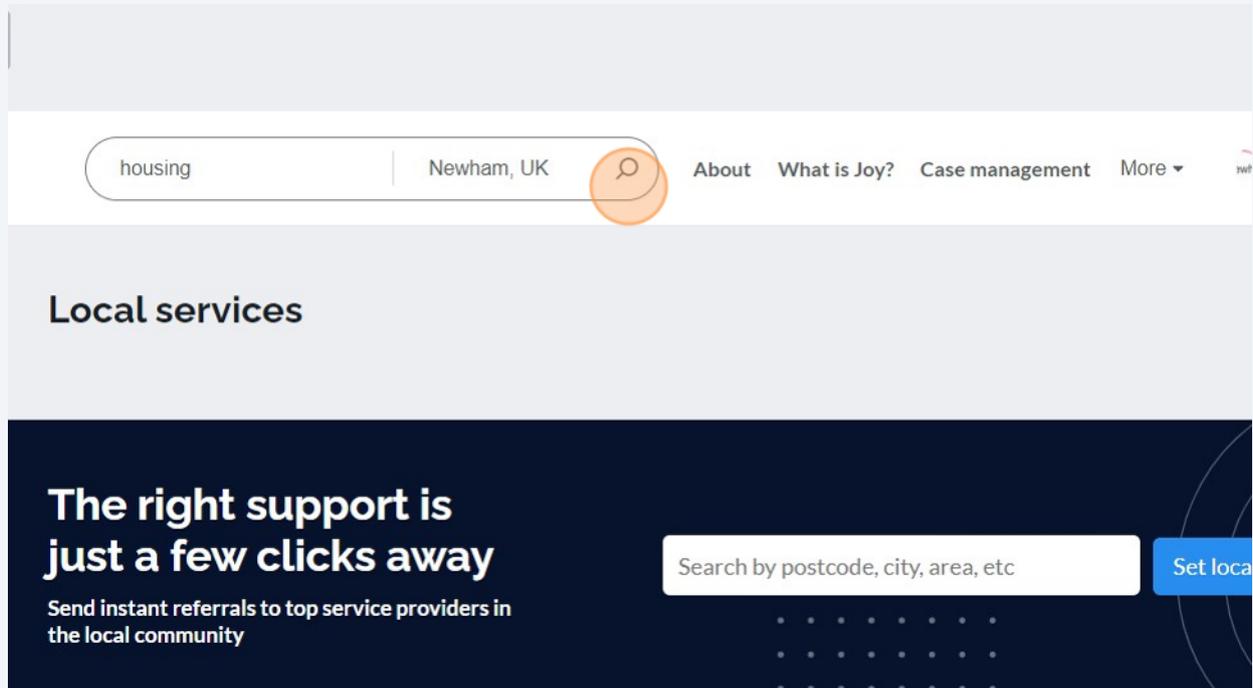
The screenshot shows the header of a website. On the left is a "Select Language" dropdown menu with a downward arrow, with "Powered by Google Translate" below it. The "joy" logo is on the left side of the header. In the center is a search bar with "Search by keyword..." and "Location" fields, and a magnifying glass icon. To the right are links for "About", "What is Joy?", and "Case mana". Below the header is a "Local services" section. A dark blue banner contains the text "The right support is just a few clicks away" and "Send instant referrals to top service providers in the local community". A search input field on the right of the banner contains "Search by postcode, city, area, etc".

5

Type in what you're looking for, e.g. 'Housing' and set your location, e.g. 'Newham, UK'

6

Click this button.



7

Click any accessibility requirements your resident may have to see services accessible to them.

Arts and creativity

Arts and creative classes

Additional needs catered for

Vision impairment friendly

Hearing impairment friendly

Wheelchair accessible

Learning difficulty friendly

Physical disability friendly

Dementia friendly

Takes place in the client's home

Non English speaking friendly

N/A

Waiting list (weeks)

HEALTHTOGETHER CIC
Healtogether CIC
Free 0.4 miles
Details Refer now

UCL INTEGRATED LEGAL ADVICE CLINIC
UCL Integrated Legal Advice Clinic
UCL Legal Advice Clinic
Free 0.4 miles
Details

Newham London Newham London

8

Click "Apply filters"

Dementia friendly

Takes place in the client's home

Non English speaking friendly

N/A

Waiting list (weeks)

Min: 0 Max: 52

Apply filters Reset filters

Newham Adult Social Care Occupational Therapy Team
Adult Social Care - Newham
Free 0.4 miles
Details Refer now

Newham Homeless Prevention & Advice Service
London Borough of Newham
Free 0.4 miles
Details

Signs4Life active

9 Click on the listing you want to find out more about.

Min: 0 Max: 52

Apply filters Reset filters

- Citizen's Advice Newham - Social Welfare & Legal...**
Citizens Advice Newham - Star La...
Free 1.2 miles
Details
- St. Luke's Over 50s Club**
CH&CTCRP
Free 1.5 miles
Details Refer now
- Talking**
Talking
Free
- Newham London**
Stratford Housing Hub
London Borough of Newham - Ho...
Free 1.8 miles
- Shared Lives - Accomodation and Support**
Bettertogether
Paid 1.8 miles
- Supp**
Employ
Free

10 Look at the service access criteria to make sure that your resident is eligible for the service.

Although our Housing Needs and Supply Teams (Lettings, Temporary Accommodation and Private Sector Housing) operate on an appointment only basis, you do not require an appointment to meet with other services. However, an appointment will be booked if staff are unavailable when you arrive, and you have the option to book an appointment if you would like to guarantee a specific date/time.

If you are unable to leave your home, please contact your Housing Liaison Officer (HLO) if you have one and they can organise for a phone call to take place.

Service statistics

- ✓ Usually replies in 22 days
- ✓ 33% of referrals accepted

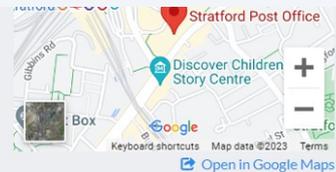
Service access criteria: Must be Council tenant or leaseholder or must have active bidding number or living living in private rented accommodation in Newham

Categories:

- ✓ Council tenant advice
- ✓ Other
- ✓ Housing advice
- ✓ Other
- ✓ Information and advice
- ✓ Support with housing

Additional needs catered for:

- ✓ Vision impairment friendly
- ✓ Hearing impairment friendly
- ✓ Wheelchair accessible
- ✓ Learning difficulty friendly



11

Look at the service statistics so you can let your resident know when they are likely to hear back from the service.

Although our Housing Needs and Supply teams (Lettings, temporary Accommodation and Private Sector Housing) operate on an appointment only basis, you do not require an appointment to meet with other services. However, an appointment will be booked if staff are unavailable when you arrive, and you have the option to book an appointment if you would like to guarantee a specific date/time.



If you are unable to leave your home, please contact your Housing Liaison Officer (HLO) if you have one and they can organise for a phone call to take place.

Service statistics

- ✓ Usually replies in **22 days**
- ✓ **33%** of referrals accepted



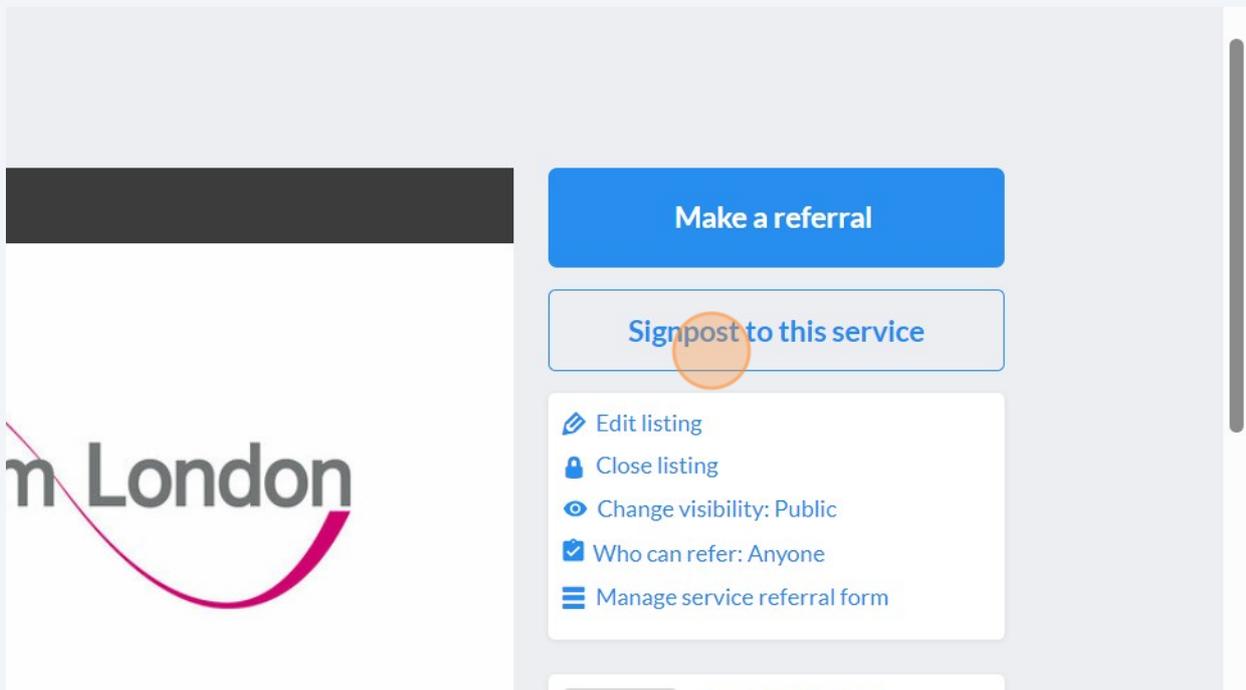
Service access criteria: Must be Council tenant or leaseholder or must have active bidding number or living living in private rented accommodation in Newham

Categories:

- ✓ Council tenant advice
- ✓ Other
- ✓ Housing advice
- ✓ Other

12

Click "Signpost to this service" if you wish to send this website link to a resident's email address.



13 Fill in the required information and select 'submit' to send a signpost.

Details
Stratford Housing Hub by London Borough of Newham - Housing

Find existing client

Email*

First name*

Last name*

Postcode*

14 Click "Make a referral" to refer someone on their behalf.

London

Make a referral

Signpost to this service

- Edit listing
- Close listing
- Change visibility: Public
- Who can refer: Anyone
- Manage service referral form

15 Click "I am referring someone else".

Details
Stratford Housing Hub by London Borough of Newham - Housing

I am signing up myself I am referring someone else

Service access criteria

Tick to confirm you have checked the service access criteria *
"Must be Council tenant or leaseholder or must have active bidding number or living living in private rented accommodation in Newham"

16 Fill out the form and hit the 'submit button'

Make a referral to Stratford Housing Hub

Details
Stratford Housing Hub by London Borough of Newham - Housing

I am signing up myself I am referring someone else

Service access criteria

Tick to confirm you have checked the service access criteria *
"Must be Council tenant or leaseholder or must have active bidding number or living living in private rented accommodation in Newham"

Your Details
Your relationship to the person*

17

Click the grey circle in the top right-hand corner of Joy, then "Outbound referrals" to view the referrals you have made.

The screenshot shows the top navigation bar of the Joy website. It includes a language selection dropdown, a search bar, and a location field. The main navigation menu contains icons for various sections: Inbox, My listings, My clients, Outbound referrals (highlighted with a grey circle), Inbound referrals, Profile, Settings, Organisation, and Dashboard. Below the navigation menu, there are two buttons: "I am signing up myself" and "I am referring someone else". The "Service access criteria" section includes a checkbox and the text: "Tick to confirm you have checked the service access criteria * *Must be Council tenant or leaseholder or must have active bidding number or living living in private rented accommodation in Newham*".