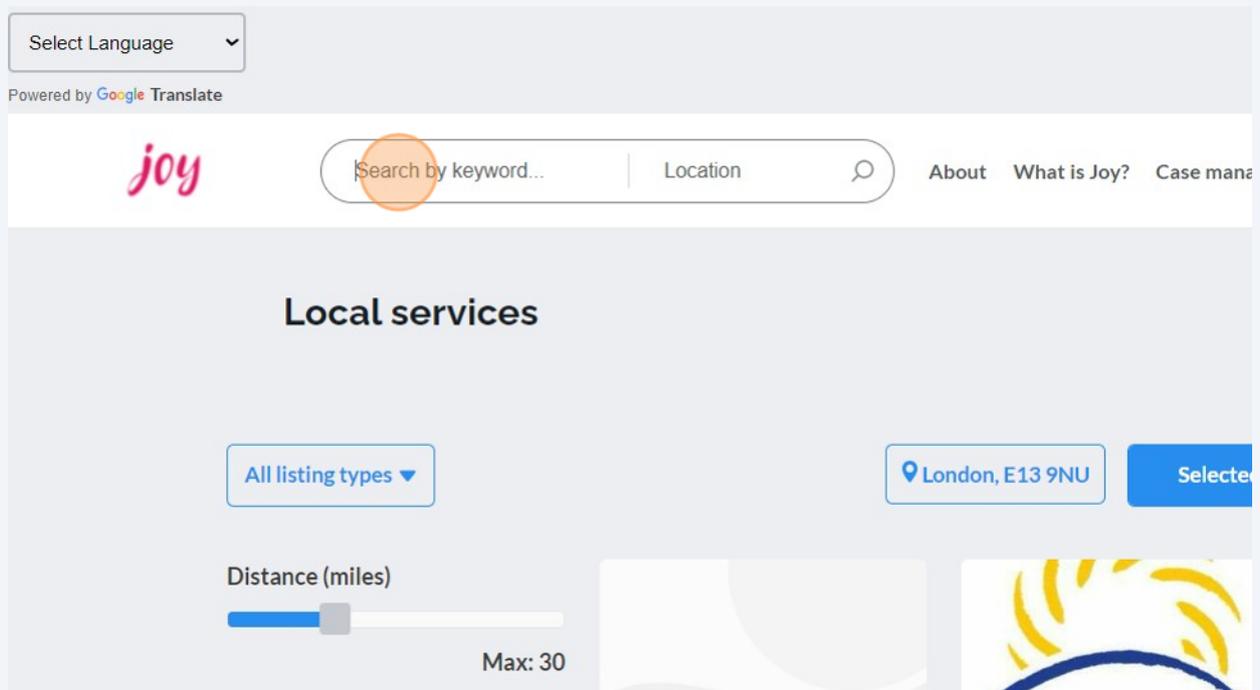


How to search the directory

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

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



3 Type in what you're looking for, e.g. 'housing'

4 Click here and type in a location, e.g. Newham, Stratford, Canning Town.

The screenshot shows the 'joy' website search interface. At the top left, there is a 'Language' dropdown menu and a 'Google Translate' link. The search bar contains the text 'housing' and 'newham'. A dropdown menu is open, showing several location suggestions: 'Newham UK', 'Newham General Hospital Glen Ro...', 'Newham Way London, UK', 'Newham Dockside Dockside Road, ...', and 'Newham Chathill, UK'. The first suggestion, 'Newham UK', is highlighted with an orange circle. Below the search bar, there is a 'Local services' section. To the left of this section is a button labeled 'All listing types' with a downward arrow. To the right is a location filter button labeled 'London, E13 9NU' and a blue button labeled 'Selected'. Below these buttons is a distance filter slider labeled 'Distance (miles)' with a 'Max: 30' label. The background of the page is light gray, and the 'joy' logo is in red.

5 Click this icon to search.

The screenshot shows the 'joy' website search interface after the location has been selected. The search bar now contains 'housing' and 'Newham, UK'. The dropdown menu is closed, and a magnifying glass icon is highlighted with an orange circle. Below the search bar, there is a 'Local services' section. To the left of this section is a button labeled 'All listing types' with a downward arrow. To the right is a location filter button labeled 'London, E13 9NU', a blue button labeled 'Selected', and a button labeled 'All services'. Below these buttons is a distance filter slider labeled 'istance (miles)' with a 'Max: 30' label. The background of the page is light gray, and the 'joy' logo is in red. A small icon in the bottom right corner is labeled 'about accessibility in Newham?'.

6

On the left-hand side you can select the accessibility needs that your resident requires.

The screenshot shows a search interface with a list of accessibility filters on the left and search results on the right. The filters include:

- Other
- 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

The search results on the right include:

- HEALTOGETHER CIC**: Healtogether CIC, Free 0.4 miles. Buttons: Details, Refer now.
- UCL Integrated Legal Advice Clinic**: UCL Legal Advice Clinic, Free 0.4 miles. Button: Details.
- Newham London**: Newham Adult Social Care Occupational Therapy Team, Adult Social Care - Newham, Free 0.4 miles. Buttons: Details, Refer now.
- WELCOME TO NEWHAM HELPLINE**: Welcome Newham Helpline, London Borough of Newham - W, Free 0.4 miles. Button: Details.

7

Click "Apply filters" to set the filters.

The screenshot shows a search interface with filters, a waiting list slider, and search results. The filters include:

- Physical disability friendly
- Dementia friendly
- Takes place in the client's home
- Non English speaking friendly
- N/A

The waiting list slider is set to a value between 0 and 52 weeks. The "Apply filters" button is highlighted with an orange circle.

The search results on the right include:

- Newham London**: Newham Adult Social Care Occupational Therapy Team, Adult Social Care - Newham, Free 0.4 miles. Buttons: Details, Refer now.
- WELCOME TO NEWHAM HELPLINE**: Welcome Newham Helpline, London Borough of Newham - W, Free 0.4 miles. Button: Details.

8

Scroll through the directory to find a service for your resident. Please note that the distance at the bottom of the listing tells you how far away this service is. If all the services are far away, contact wellnewham@newham.gov.uk for advice as this means there are no current services in Newham on that topic.

<p>UCL Legal Advice Clinic</p> <p>Free 0.2 miles</p> <p>Details</p>	<p>Adult Social Care - Newham</p> <p>Free 0.2 miles</p> <p>Details Refer now</p>	<p>London Borough of Newham</p> <p>Free 0.2 miles</p> <p>Details</p>
 <p>Free Legal Advice workshop</p> <p>Helping Hands</p> <p>Free 0.7 miles</p> <p>Details Refer now</p>	 <p>Canning Town Housing Hub</p> <p>London Borough of Newham - Ho...</p> <p>Free 1.2 miles</p> <p>Details Refer now</p>	 <p>Citizen's Advice Newham - Social Welfare & Legal...</p> <p>Citizens Advice Newham - Star La...</p> <p>Free 1.2 miles</p> <p>Details</p>