Information Resource

What does an online information resource mean to you?	Describe what features an online directory of recovery & wellbeing service should include?	How do we become the go to information experts in Tower Hamlets?
Accessibility is a barrier	Filter using the search function	Raising awareness of the directory, promote via providers/partners
Some people may not be familiar with technology	Ability to speak to an advisor online – not limited to working hours, can extend using volunteers	Connect with services in the community i.e. GP's, Idea Stores, Youth Centers, Schools, Universities
Social media engagement– advertise better, more frequently, promote events in advance	Have a personalized map to show directions to and from the location/simple clear effective mapping system	Have face to face conversations & introduce the directory
Have a hard copy of information – services should be able to print out information relevant to the persons needs/interests	Have a picture of the location	Local newspapers
Include events/activities, not only service information	Have the directory co-produced – so information can remain up to date	Accessible platform for all abilities
Easy to access, simple, not complex	Have contact details & descriptions in plain text and other languages	Users to be able to receive support navigating through the services from staff
Cross platform – available online & through apps	Link in with other service directories to avoid duplication	Make it easy & appealing to those who do not use technology/computers
Search functions to be personalised	Up to date information	Have good quality of information in one place – this will encourage returning users
Display the user's journey on the side as they browse through, make it easy to go to the previous page	Specify categories of recovery & wellbeing i.e. Mental Health, physical health etc.	Have official services/websites advertise i.e. NHS websites
Place to find information i.e. short courses, symptoms of diagnoses, tips on wellbeing etc.	Have 5 ways to wellbeing as categories	Relevant & appropriate information to Mental Health, Recovery & Wellbeing
Online conference, chat room, podcasts through peers or support group	Directory to go on a journey with the user – not too overwhelming i.e. discover users' needs via questionnaires – directed to relevant services (multiple options)	
Visually colourful	A variety of services	
Easy to get to where/what you want	Crisis number displayed on the main page	
Local assets that the local community can benefit from and access easily	Having categorized services – linking in with multiple services	
Have alternative support options i.e. via telephone		