

Coproduction journey for Tower Hamlets Connect

May-Aug 2019

Coproduction workshops for the digital portal with residents and advice sector organisations looking at site build/navigation/content.

June-Aug 2019

Coproduction sessions with advice organisations and residents to explore the findings from Social Finance research and key functions of future model were identified.

March 2020

Residents helped design the service using findings from research.

Set a tender question and were part of tender evaluation panel.

Apr-July 2021

Worked alongside professional designer to create the logo/name/branding for the service.

July 2021

Tower Hamlets Connect (service and website) launched.

July 2021 onwards...

Took part in photoshoots/press releases/online video for the service.

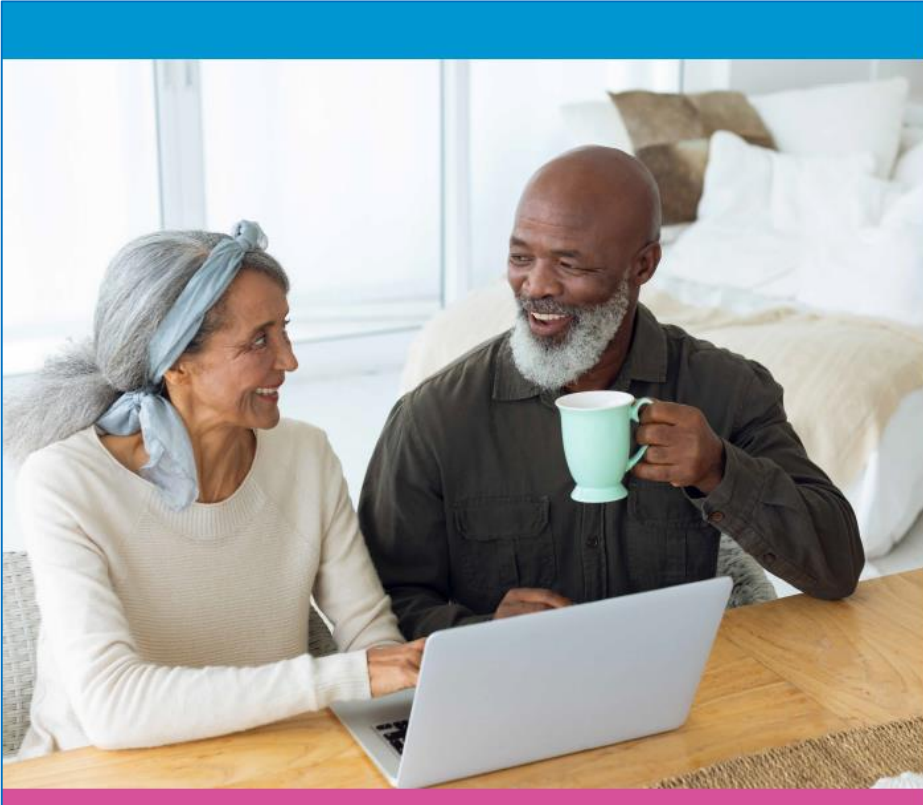
Ongoing development and continuous user testing of website and website content through Residents' Working Group

Coproduction journey for Tower Hamlets Connect

- Met residents at the first set of coproduction workshops for the service and the website. Some residents were already involved with council programmes.
- Set up a WhatsApp group for better and faster communication between the group.
- WhatsApp group allowed participants to continue discussions after ‘office hours’.
- Quick, easy to share ideas; better engagement/response than emails. Allowed lots of discussion and voting on topics to progress ideas.
- WhatsApp group helped change the dynamics of the conversation; less formal communication between participants and commissioner and, more importantly, more equal.
- Participants got to know each other better, and made new friends.

Coproduction journey for Tower Hamlets Connect

Service design and tender:	<ul style="list-style-type: none">• Looked at various models and agreed key functions.• Agreed a tender question on continuous user involvement to improve service.• Joined tender evaluation panel and asked bidder's questions before scoring.
Online Video:	<ul style="list-style-type: none">• Coproduced video content.• Took part in filming.• Helped edit the final version.
Branding:	<ul style="list-style-type: none">• Worked with professional designer.• Suggested possible names for the service.• Voted on the three most popular ideas to progress.• Developed logo/colours/branding.• Agreed final branding/logo for service.
Website content and navigation:	<ul style="list-style-type: none">• Testing navigation of website.• Checking content for readability/clarity.• Made recommendations for site development, including Accessibility Statement and widgets.• Involved with the Residents' Digital Portal Working Group.



For more information, visit
towerhamletsconnect.org

Or you can call **0300 303 6070** (Mon-Fri, 9am-5pm) and an advisor will be able to help.



Information and advice when you need it

TOWER HAMLETS CONNECT can support you with free, independent advice on health, adult social care, and debt and money concerns.



Delivered in partnership with:



Coproduction journey for Tower Hamlets Connect

Thank you:

- Abul Sayem
- Alicia Joseph
- Anfaal Goolamally
- Anisah Alam
- Aurora Todisco
- Dawn Guilfoyle
- Emdad Islam
- Fathima Rofe
- Kaniz Rimu
- Kolshuma Uddin
- Mahabuba Rahman
- Rachel Vincent
- Sultana Uddin



New information and advice service

A new information and advice service created to provide free, independent, quality-assured