

# **Greenwich** Community Directory

The Universal Information and Advice Directory

Professionals Introduction Pack

- [greenwichcommunitydirectory.org.uk](https://greenwichcommunitydirectory.org.uk)
- [community-directory@royalgreenwich.gov.uk](mailto:community-directory@royalgreenwich.gov.uk)

## Welcome to the Greenwich Community Directory

Welcome to the Greenwich Community Directory - the new information and advice service within the Royal Borough of Greenwich.

The Greenwich Community Directory has been developed in partnership with the Royal Borough of Greenwich, the Greenwich Clinical Commissioning Group, Greenwich Action on Voluntary Services, and a number of third sector and voluntary organisations. It has been designed to help both the public and professionals to access and understand health and social care support throughout the borough. It will allow individuals, their families and their carers to find different ways to arrange their own support, regardless of eligibility criteria or their level of need.



Greenwich Community Directory Home Page

The Greenwich Community Directory enables service providers, voluntary organisations and community services to add and update their own services on the directory in order to promote and raise awareness about the support they provide.

The Greenwich Community Directory is a resource for health and social care professionals to identify information and services to support those they work with. Service users and family members who do not meet the eligibility criteria, wish to arrange their own care, or even just want to have more input into the support they receive, can all be signposted via the Greenwich Community Directory.

Visit the Greenwich Community Directory by going to [greenwichcommunitydirectory.org.uk](https://greenwichcommunitydirectory.org.uk)

## **What is the Greenwich Community Directory?**

The Greenwich Community Directory is:

- A one stop shop for health and social care services throughout the borough
- A tool to help people understand the different types of support available
- A means of providing support to those who do not meet the Fair Access to Care Services criteria
- An out-of-hours resource available to people throughout the country

## **What does the Greenwich Community Directory do?**

For the public and professionals:

- Helps users to find new services in and around the Royal Borough of Greenwich
- Allows users to search by service area, type of need, age and location
- Enables users to create a 'shortlist' of services they're interested in
- Provides users with information and advice to make informed decisions about their current and future care needs

For providers, community and voluntary services:

- Enables providers to create a profile for their service
- Providers are able to update and maintain their own profile to ensure it's up to date
- Add activities and events to the "What's On" calendar

## Features of the Greenwich Community Directory

The Greenwich Community Directory features a number of tools that can help you better share information, advice and services.

### Shortlists

Shortlists work in much the same way as an online shopping cart. You can add services and information to your shortlist in order to compare and contrast services, create a list of services relevant to your service user's interests, or to save for later reference. Shortlists can be saved and printed as a PDF, or sent via email.

Shortlists enable you to create personalised information and advice packs, in which you only provide the information relevant to your service user's need and interests. This avoids overwhelming them with information that's not relevant to their circumstances.

### How to create a shortlist

When you come across a service or information and guidance article you wish to save or share, click "Add to My Shortlist". This can be found next to a service on the results page, or in the *Record Actions* box on a service listing.



You can add the following to a shortlist:

- Service Listings
- Information & Guidance
- "What's On" events

Once you have completed your shortlist you can view it by clicking the "My Shortlist" button in the top right corner of the page.

From here you have a number of options:

- Clear shortlist – removes all entries from your shortlist
- Show full details – displays all the information for each entry
- Print Shortlist – Generates a PDF of the shortlist (this can be emailed, printed or uploaded onto your records system e.g. Frameworki)
- Email Shortlist – Email the shortlist via the Greenwich Community Directory
- Show results on a map – Displays the location of all shortlisted services on a map

**Case Study:** Jenny calls the Contact Assessment Team to arrange some support for her mother. She explains that her mother has recently fallen and would like to set up a community alarm. She also thinks it would be a good idea to install a keysafe so that emergency services can access the home if her mother is unable to answer the door.

The care navigator is able to log onto the Greenwich Community Directory and create a shortlist that includes information about Telecare services along with information about keysafes. In addition the care navigator also includes information about the Handypersons Service – who can install the keysafe, as well as information about the Falls Team.

The care navigator is then able to email or post the information to Jenny for her to follow up independently.

## Text Messaging

You can share contact information about a service with individuals via text message.

When you are viewing a service listing, click on the button “Send as text message”, found in the *Record Actions* box, and you will be prompted with a text field. Enter the mobile number of the person you are sending the information to and they will receive a text message with the available contact information.



## How do I update my Service Listing?

Once you have registered with the Greenwich Community Directory, you will be able to add and update your own services. We have made this a very straightforward process that involves completing a form with your company details.

### Greenwich Community Directory

Cancel changes and go back

#### Add Service Listing

You can use this form to create a Service listing. Fields marked with \* are required

- Listing Details
- Contact Details
- Venue Details
- Date & Time
- Other Details
- Additional Information
- Logo Upload
- Document Upload

#### Listing Details

Please provide your listing with a short title that will be meaningful to members of the public. Don't use the same title for multiple listings. Also provide a short description using plain English to describe what your listing is about.

Title \*

Description \*

**B** *I* U ABC | ↻ ↺ | 🗑️ | ☰ ☰

Manage your own Service Listing

Adding and maintaining your service listing is a straightforward process that gives you the opportunity to control how your services are promoted. Simply add and edit the text fields using the online form. Throughout the form you will find appropriate guidance to help you.

**Note:** Any new service listings, or updates to existing service listings, will go through a moderation process to ensure the listings accuracy. Service providers are considered responsible for making sure the information they provide is accurate at the time of publishing.

## Frequently Asked Questions

### **Who can use the Greenwich Community Directory?**

The Greenwich Community Directory is an online service and can be accessed by both members of the public and professionals alike. There are no restrictions on who can access it.

### **How are records maintained?**

All service listings are moderated before going live. We have implemented a review process of all services available along with a timestamp indicating when the record was last updated. Service listings that have not been updated in more than a year will be sent reminders to ensure the available information is accurate. If no action is taken after three reminders, the listing will be taken offline until it is updated.

### **I know of a service that's not on the directory, can I add it?**

We would prefer that the owner or manager of that service adds and maintains their own service listings. If you know of a service that should be on the directory you could either suggest to the service provider that they add their service to the directory; or alternatively let us know by emailing [community-directory@royalgreenwich.gov.uk](mailto:community-directory@royalgreenwich.gov.uk) and we will get in touch with them.

### **I have found information on the directory I know is not correct. What should I do?**

If you find information on the directory that you know to be incorrect or out of date, please email us and we will contact the appropriate providers to update the information.

### **I would like to add advice and guidance to the directory. What should I do?**

If you have advice and guidance you feel should be on the directory, or you have noticed a gap in our information, please email us to discuss adding the appropriate information.