



LinkAge Plus Referral Process

This document outlines the referral process for external organisations, agencies and individuals

1. What is LinkAge Plus?

[LinkAge Plus](#) is a service for people aged 50+ across Tower Hamlets. The service is based out of five Hubs across the borough:

- [Toynbee Hall](#)
- [AgeUK East London](#)
- [Neighbours in Poplar](#)
- [Sundial Centre](#)
- [Sonali Gardens](#)

Linkage Plus works with older adults to *improve their wellbeing, increase their social networks and tackle isolation*. It is co-funded by London Borough of Tower Hamlets and the North East Integrated Care Board, aiming to help people stay active and make the most of life.

LinkAge Plus is aimed at older adults who can independently get to hubs across the borough.

2. What does LinkAge Plus offer?

Each Hub offers a programme of free or low-cost activities at their central location as well as other venues in their area. Activities include exercise, socials, arts, ESOL, IT and day trips; often partnering with external organisations such as English National Ballet and Kew Gardens.

LinkAge Plus supports and promotes preventative health services, such as advice on falls prevention, 'flu jabs', health screenings, smoking cessation, support for the management of long-term conditions, healthy eating and lifestyle.

LinkAge Plus offers opportunities for older adults to have a voice and strategic influence in the borough through the [Older People's Reference Group](#).

3. What one-to-one support can LinkAge Plus offer?

LinkAge Plus Outreach Workers offer basic one to one support to help people access other services within borough and maximise their quality of life ([see next page for details](#)).

Outreach Workers can provide basic support on a broad range of issues including: *Health, Mobility & Access, Housing, Safety, Benefits, Pensions, Debt, Social Activities & Networks, Carers Support, Employment, Volunteering, and Learning*.

Referral, Signposting & Practical Support
Signposting and onward referrals to a range of services available to users both within LinkAge Plus and external to it e.g. lunch clubs, befriending, local activity programmes, health services, social services, advice centres.
<p>Low-level Practical Support which may involve:</p> <ul style="list-style-type: none"> - Help to obtain and submit a form or an application (non-advice) - Help to fill in certain forms (e.g. Taxi card, Crisis and Support Loan) that do not require advice input - Low-level support with correspondence and bills (non-advice) - Support to research or gain information from web sources - Language support and reading letters for service users with low levels of literacy
Informing service users about safeguarding. Ensuring service users are aware of how to make complaints about a service, and of organisations and services such as Healthwatch and the NHS Complaints Service

PLEASE NOTE:

- **LinkAge Plus is not a befriending service** and cannot conduct regular home visits or telephone calls.
- **We do not offer regular home visits.** LinkAge Plus hubs may conduct an initial home visit (decided on a case-by-case basis) however these are reserved for people who cannot attend in-person and are carried out at each hub's discretion. Please note not all hubs offer an initial home visit to assess support needs.
- **LinkAge Plus is not an Advice Service** and cannot diagnose a service-users' problems e.g. advise on eligibility for a benefit or a housing service. LinkAge Plus does not conduct 'casework' or 'advocacy' which includes taking action on behalf of service users in order to progress cases; negotiation on the user's behalf to third parties on the telephone, by letter or face-to-face.
- **LinkAge Plus cannot follow-up on behalf of external organisations regarding a safeguarding concern related to a client you are referring.**

4. Who can refer to LinkAge Plus?

Anyone can refer a person aged 50+ living in Tower Hamlets to LinkAge Plus, including professionals, friends, carers, family and self referrals.

5. How do I refer?

Before referring the person, talk to them and **get their agreement that we can get in touch**, that way it won't be either a surprise or unwanted call (verbal agreement is fine). Then complete the [online referral](#) or see contact details for each hub below.

6. What happens next?

1. You will be contacted to confirm receipt of referral
2. LinkAge Plus staff will contact individuals directly or liaise with family members to discuss ways we can connect them with their nearest LinkAge Plus Hub or offer support

Age UK East London

1 Merchant Street, Bow, E3 4LY

T: 0203 981 7124 (extension 3, option 1)

E: merchantsthub@ageukeastlondon.org.uk

W: <https://merchantsthub.co.uk>

Neighbours in Poplar

St Matthias Community Centre, 113 Poplar High Street, E14 0AE

T: 0207 531 0190

E: enquiries@neighboursinpoplar.com

W: www.neighboursinpoplar.com

Sundial Centre

Sundial Centre, 11 Shipton Street, E2 7RU

T: 0203 828 3928

E: sundial@peabody.org.uk

W: <https://www.peabody.org.uk/your-community/community-centres/sundial-centre/>

Sonali Gardens

Sonali Gardens, 79 Tarling Street, E1 0AT

T: 0207 265 9292

E: linkage@sthildas.org.uk

W: <https://sthildas.org.uk>

Toynbee Hall

Toynbee Hall, 28 Commercial Street, E1 6LS

T: 0203 856 9721

E: linkageplus@toynbeehall.org.uk

W: www.toynbeehall.org.uk

For general information about LinkAge Plus or to discuss a potential partnership please contact Linkageplus@toynbeehall.org.uk



North East London