

NEE DIGITAL ACCESS SUPPORT NEWSLETTER 'SUMMER' EDITION



Welcome to the first edition of the NEE DAS Team newsletter, these will be produced seasonally with details on what the team will be doing, some top tips, partner info, and much more; including individual introductions to the team and updates on what has been happening.

For example DAST were finalists at the 2021 UK IT Industry Awards for Best User Engagement and Rachaelle Litwin DAST Manager was finalist at the Women in Tech awards within the categories of IT Leader of the year and Role Model of the year.

There have been a number of changes over the last year for all of us, but definitely for the team... As they say 'out with the old and in with the new', so with this in mind we have changed the way we deliver our services and taken all the best of what we did, pre and during the pandemic to create our new structure and service, as well as undergoing a complete team change during this time.

Let me introduce you to the new team...

**DIGITAL
ACCESS**

supporting you to get online





Please visually meet the North East Essex Digital Access Support Team, responsible for providing members of the public and patients alike, with a **FREE** service on behalf of NEE ICS (CCG), and Colchester & Tendring Council's.

Providing individuals with a variety of tools, knowledge and guidance to ensure they are not left behind and understand today's technology as best they can, in whatever way they need to.

From left to right, you have Luke, Charlotte and James 3 of our Digital Access Support Officers, then Rachaelle the Digital Access Project Manager with Ricky our fourth Officer and Raven at the end who is our DAST Apprentice.

The team are busy getting the new structure in place and ready to commence from August. This includes more learning opportunities with Tutorials and Workshops, which will now be both online and in person. This will be the same with our Digital Chat and Support Sessions, the Friday will remain an online session, but we are currently organising a number of in person drop ins. We are also revisiting our surgery visits introducing "Show & Tell" sessions as well as monthly events. Not forgetting our Sheltered Schemes introducing some sessions to our residents alike to get more digitally active. As well as much much more.

What we have done

Apart from organising our new timetable, we have also been very busy with other activities:

- We started the year with over 100 people on our books for one to one sessions, we now have a waiting list of 48, not all have been through the 1-2-1 process some opted for some of our other services, We will continue to undertake our 6 session process for 1-2-1 sessions going forward where needed.
- Some of our Nepalese community undertook 8 tailored group session, which is a new service for any already established groups.
- We also delivered our first 10 week workshop whereby we share knowledge on the 5 basic digital skills people should have and much much more.
- We joined many of our partners at a monthly SOS bus event in Tendring
- Supported our Blind Veteran partners with a technology workshop they hosted.
- Provided some residents with much needed tech equipment in order to stay connected and proceed with everyday online living.
- Attended Stanway Village Jubilee event with a stall.
- Dementia awareness training for all team members.
- Commenced with two in person digital chat and support sessions:
 - > First and Third Wednesday of the month at Tendering's Citizens Advice shop
 - > Second and Fourth Wednesday of the month at Colchester's Wimpole Road Methodist Churches Coffee Morning
- Restarted our Fixed Digital Access Point installation and maintenance this is on going and we hope to have it completed by the end of the year.

And much much more, but this is a quick snippet from the last 6 months.





What we are doing next

We have a lot coming up over the summer season, including more 1-2-1s, starting the new timetable and activities, staff training and partner meetings and collaborations, as well as continuing to deliver all the services we currently are delivering on.

We will additionally be undertaking:

- Continue to support our NHS colleagues on the SOS bus as it comes in to Colchester as well as Tendring.
- Deliver more group sessions, with the next one being with our Bangladeshi community and 3 other groups in the early stages of communicating and collating.
- FDAPs will continue to have Security & Maintenance checks and working with our colleagues in Colchester Borough Homes to install new access points.
- We have a stall at the Can Do Health & Care Expo taking place in July.
- Attendance at Healthcare Innovation & Tech Show later in the year.

Our Main priority will be getting the surgery FDAPs swapped, installed and maintained before the end of this year.

And much much more which will be highlighted in our next Autumn newsletter.

Every Thursday on our Social Media we share a #TTT #TopTipThursday



North Essex Digital Access Support Team

26 May at 15:25

#TTT #TopTipThursday #getactive

Thinking of getting fit for Summer, know you need some fitness tech to help you out?

*Watch

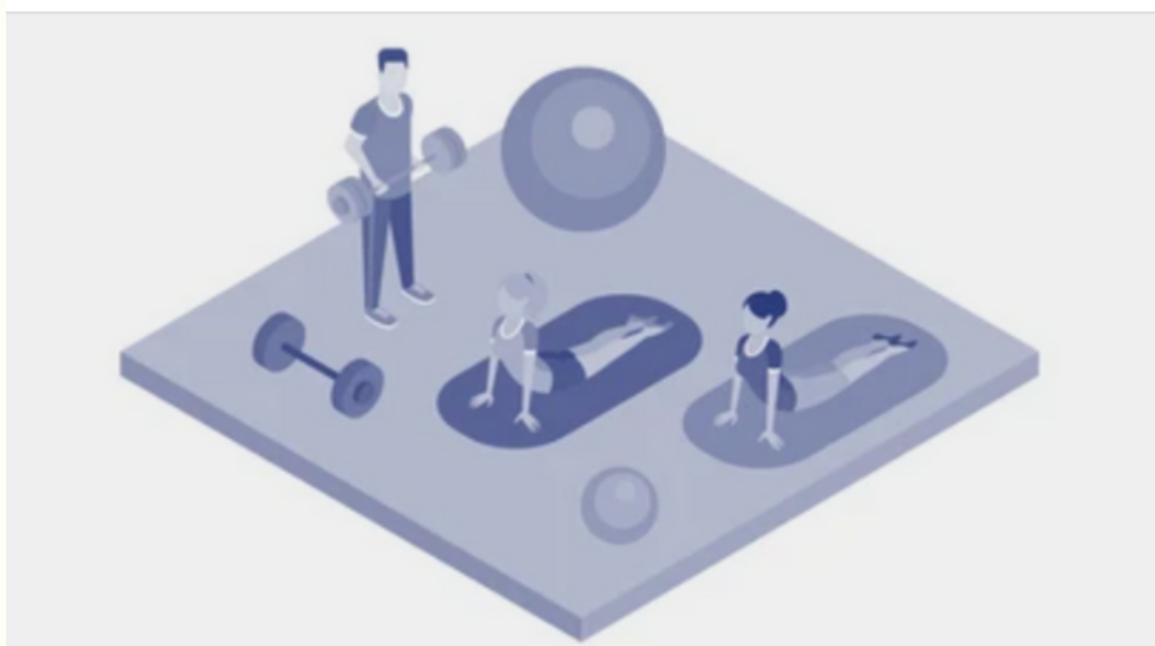
*Shoes

*Bike accessory

*Headphones

*Something else

Not sure where to begin with your research, why not get in touch for guidance or sign up for our Using Search Engine or Online Shopping Tutorials.



You can find more tips and information on our Social Media sites, the details are:

Facebook: <https://www.facebook.com/NorthEssexDigitalAccessSupportTeam>

Instagram: <https://www.instagram.com/northessexdigitalaccesssupport/>

Twitter: <https://twitter.com/DigitalAccessNE>

Partner Info Sharing

When our partners and colleagues around North East Essex have news or information to share we will update you with what we can here....

For this edition we are sharing some useful contact details for a more comprehensive list you can press this [link](#) or the image below

Other Local Services	Contact Number
Salvation Army Food Bank	01255 431 760
Community 360	01206 505 250
Community Voluntary Services Tendring	01255 425 692
Coastal Academy Community Centre	01255 420 707
Open Road	01255 434 186
Essex County Council General Enquires	0345 743 0430
Colchester Borough Council General Enquires / Switchboard	01206 282 222
Tendring District Council Switchboard	01255 68 68 68
Tendring District Council Benefits	01255 68 68 11
North East Essex Job Centre	0800 169 0190
Age UK Colchester	01206 368 420
Age UK Clacton	01255 225 092
Community Agents Essex	01376 574 341
Teen Talk Harwich	01255 504 800
North East Essex Magistrates & County Court	01245 313 300
Probation Services Colchester	01206 768 342
National Association for the Care & Resettlement of Offenders Advice Service	0300 123 1999
National Probation Services	01376 501 626
Tendring District Councils Safer Communities Officer	01255 686 078 07733 087 629
Colchester Borough Councils Safer Communities Officer	Safer.Colchester@colchester.gov.uk



Knowledge Sharing

We are passionate about empowering our residents, by sharing with them the knowledge they need to embrace the world of Technology and Smart AI. This year saw the start of our new and improved 'Tutorial' time table and the commencement of the '10 Week Workshop';

This was delivered with success, with one attendee telling us 'it had changed their life, they had an incident whereby their laptop had to be reset back to factory settings and they lost everything but they didn't panic, they used their workbook, notes and knowledge gained and reset, reopened and downloaded what they needed to'.

We were so proud of that attendee and all of the others for how they involved themselves and wanted to take their learning further, how they made new acquaintances and in this picture you can see some of them receiving their certificates.

We do have a process in place for being able to attend our workshop, whereby you must have specifically attended two of our tutorials and/or have undertaken our one to one process.

For more on this and all of our other services please visit our [website](#), or if you would like to see the full Tutorial Portfolio list press [here](#) or the image below

Tutorial Name	Description:
Basic guide to using your smart device (Phone/Tablet)	Learn how to use your smart device, including: How to interact with different devices. Basic computer use. Digital cameras. Also learn about watching videos or TV programs and listening to music and the radio online.
Online Safety (Internet and Smart Devices)	Over four sessions learn about Online Safety and how to feel confident online, including: <ul style="list-style-type: none"> • How to spot scams • Tips on recognising the danger signs • Protect your device and how to secure it • Protect your information • Possible threats • Back up your information • Control who sees your information • Passwords – what are they and tips for picking a password
Downloading the NHS App	Learn how to download and install the NHS app.
Using the NHS App	Learn how to create an account and link it to your GP. How to navigate and use the current features and functions of the app.

Services Schedule

What services do we offer currently and imminently?

- One to ones - These 6 sessions are both in person and online, during these sessions you will cover settings, software, security, icons, apps, phone book, searching, saving and communicating.
- Pre workshop tutorials - Basic Guide to using your device and Online Safety, both of these are covered over 4 sessions and are part of the requirement before attending the workshop
- 10 week workshop - Over 10 weekly session, accompanied by your own workbook, you will gain knowledge of the 5 basic digital skills it is recommended everyone should have and much, much more.
- Top tips to finding a job online tutorial - Over 4 sessions we will provide tips and hands on info on how to look for and apply for jobs online
- Work Club - Following on from the tutorial once a month in each borough we will facilitate a job club, where you can meet, share tips, info and help each other
- Tutorials - With a portfolio of 19 tutorials being delivered throughout the year, Tuesday and Thursdays online with Wednesdays in person
- Digital Chat & Support Sessions - Throughout the month we visit a number of venues, many of these are within already established "coffee mornings"
- Resident only sessions within our sheltered schemes
- Show & Tell within GP surgeries - An officer will be insitu within a GP surgery to discuss how the access point works, how they could use to help themselves and promote any surgery activity



Services Schedule Continued

- Surgery Events - Once a month the team will be hosting an event about a particular health subject, signposting to partner services, and providing patients with information
- Established Group Sessions - Bespoke delivery over 8 sessions tailored activity according to group requirement
- Community Device Project - Working with partners, residents and organisations, to help those most in need
- Pier Ave bookings - 45 min slots for colleagues to book those residents in need of some additional assistance to complete processes

And much more visit our [website](#) for more details on our services. You can view our schedule via the [calendar](#) or press the image below for a quick view on our monthly schedule poster.

If you or someone you knows would benefit from our services then use this link to complete a [referral and assessment form](#).

To view the public schedule please press on the image

MONTHS:		AUGUST / OCTOBER	/ DECEMBER /	FEBRUARY /	APRIL / JUNE	
First Monday		First Tuesday	First Wednesday	First Thursday	First Friday	
AM	St Osyth Village Hall Tendring 10:00 – 12:00		Citizen's Advice Shop Tendring 10:00 – 12:30		Brightlingsea Tendring 11:30 – 12:30	AM
PM			Citizen's Advice Shop Tendring 13:00 – 15:00			PM
Second Monday		Second Tuesday	Second Wednesday	Second Thursday	Second Friday	
AM	Harwich Hub Tendring 10:00 – 12:00		Wimpole Road Church Colchester 9:30 – 11:30			AM
PM					Work Club with Signpost Colchester 13.30 – 15.30	PM
Third Monday		Third Tuesday	Third Wednesday	Third Thursday	Third Friday	
AM			Citizen's Advice Shop Tendring 10:00 – 12:30	Mount Bures Colchester 10:00 – 11:30	Langham Community Hall Colchester 10:30 – 12:00	AM
PM			Citizen's Advice Shop Tendring 13:00 – 15:00	Work Club with Signpost Jaywick 2.00 – 3.30		PM
Fourth Monday		Fourth Tuesday	Fourth Wednesday	Fourth Thursday	Fourth Friday	
AM	St Cedd Community Cafe Colchester 9.30 – 11.30		Wimpole Road Church Colchester 9:30 – 11:30	Surgery Event		AM
PM			St Andrew's Church Colchester 14:00 – 16:00	Surgery Event		PM

Stats and Reports

For more information on DAST Stats and Reports please press the image below or this [link](#):

Here you will find relevant details within the following areas:

- 1-2-1 and client status
- Tutorial information
- Community work stats
- Referrals received
- POMI links and info
- Website Visits
- Customer Feedback
- Social Media Insights
- Any relevant stakeholder stats (ICS, CBC & TDC)

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STATS AND REPORTS

THE FOLLOWING PAGES WILL GROW WITH EACH EDITION OF THE NEWSLETTER AS THE TEAM UNDERTAKE MORE ACTIVITIES.

WE WILL PROVIDE DETAILS WITHIN THE FOLLOWING AREAS:

- **1-2-1 AND CLIENT STATUS**
- **TUTORIAL INFORMATION**
- **COMMUNITY WORK STATS**
 - **REFERRALS RECEIVED**
 - **POMI LINKS AND INFO**
 - **WEBSITE VISITS**
 - **CUSTOMER FEEDBACK**
 - **SOCIAL MEDIA INSIGHTS**
- **ANY RELEVANT STAKEHOLDER STATS (ICS, CBC & TDC)**

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North East Essex
Health & Wellbeing Alliance

Digital Access Support Team contact details -

Telephone:

Colchester 01206 282 452 **Clacton** 01255 686497

Email:

Digital.AccessSupport@Colchester.gov.uk or
digitalaccesssupport@tendringdc.gov.uk

Web:

<https://www.colchester.gov.uk/digitalaccesssupport/>

Want to refer someone into the team for support then please complete this [form](#).

Provide feedback on the service provided by the DAST team [here](#)

If you would like to subscribe or unsubscribe to our mailing list then press [here](#) or email the team



Colchester
Borough Council



North East Essex
Clinical Commissioning Group

Tendring
District Council

