

NEE DIGITAL ACCESS SUPPORT NEWSLETTER 'SPRING' EDITION



Welcome to the NEE DAS Team 'Spring' newsletter, we hope you found the 'Winter' version an enjoyable read.

In this edition you will find information on our regular items: What the team have been doing or going to do, a top tip, knowledge sharing, partner contacts, information on services we provide, reports and stats.

Additionally in this copy you will be able to read about the work that two of our partners get up to, these are CVST - Community Volunteer Service Team and Mercury Maynard.

So in team news, we have said a fond farewell to Charlotte as she has moved on to a new team within Colchester Council and we say a hearty hello to Liam who is due to begin with the team soon, look out for his intro in our 'Summer' edition.

And Raven completed her apprenticeship with a distinction, and has continued with us for a further year and Ricky has just began an apprenticeship.

Meet the Team



Introducing the team:

In this edition of the newsletter we would like to introduce you to Luke, he joined the team back in 2021 just as we were coming out of the lockdown.

Hi, I'm Luke, one of the NEE Digital Access Support Officers and you can usually find me at one of the many different activities we do out in the community and online.

From my first electronic set to building my own computer, it has fuelled my passion for computers and technology. Growing up as that go to person for all things tech for family, friends as well as colleagues.

A couple of years ago I was offered the opportunity to take my skills and passions and use them to help people gain confidence and learn to use technology they need in today's world.

Over this time, I have managed to do this alongside the Digital Access Support Team, partners, running classes, tutorials, digital chat & support sessions, and many more activities.

Some of the best moments throughout it all is when someone comes up to me so happy to show me what they have been doing, and how they have used what I have taught them, this is priceless.

What we have done

Over the last few months, we have undertaken many of our usual activities within both boroughs, this has included 1-2-1s, Digital Chat & Support Session's, other community learning opportunities and regular partner activities.

The team have been really busy since we completed our shutdown period, including attending the 'Jobs & Career Roadshow', where alongside other partners and the SOS bus, we take our services to residents in various locations that included Christmas Island Clacton, Colchester Foodbank, & Tendring Asda.

The team have also attended a number of workshops, fairs and events for external partners, these have included Harwich Library Talk and Colchester Jobs Fair.

We completed another in person 10 week Tendring workshop and have began a new session in Colchester, These workshops are very well attended, the next one will begin 19th July and will be in a venue in Tendring (venue to be confirmed) if you would like to express an interest in attending sign up [here](#) or press the image below. .



What we have done, cont....

The 8 week group sessions we have undertaken for a group in Great Tey came to an end but we soon began another with Harwich Hub group, we have a few on our waiting list, but do get in touch if you would like to know more.

We also began our digital chat and support sessions within the DWP job centre in both Colchester and Harwich.

Had a stall and provided support to the CCC Health & Wellbeing day and on 10th March Community Connects at First Site, this was attended by many partners including Will Quince, NHS and council.



What we have done, cont....

The team have also provided assistance to Colchester City Councils residents panel, which takes place both online and in person, there is a member of the team on hand for each panel, to help residents with their digital queries.

Colchester City Councils residents' panel is an opportunity for you, one of their residents, to have your voice heard by the council.

You are able to input into a wide range of topics, as well as have the opportunity to tell them about your views on the services and issues that matter to you.

It's quick and easy to sign up and start helping to shape decisions with your feedback.

So if you are interested in becoming a panellist, live in Colchester, want to have an impact on decisions made at the City Council then press on the image below or sign up [here](#).



What we are doing next

We have a busy couple of months coming our way, including amending our community schedule to facilitate new activity, plan our surgery work and restart the installation of our Fixed Digital Access Points.

The team will be undertaking more in person tutorials and workshops, you can see what is on offer via our [website](#), as well as new venues, beginning in May, we have started to attend CBH Housing Office in Greenstead, this is a bookable schedule that can be done via the team or council employee.

The May ICB/NHS Digital Skills for Care Providers event has been moved to July and the team will be in attendance in both Ipswich and Colchester.

And the team will also be at the Tendring Show, for more info on this event press the image below or this [link](#).

A screenshot of the Tendring Show website banner. At the top is a green navigation bar with white text links: HOME, ABOUT THE SHOW (with a dropdown arrow), TRADESTANDS, COMPETITORS, and SPONSORSHIP. Below the navigation bar is a large photograph showing several children in white lab coats leading sheep in a field under a large white tent. The children are seen from behind, and the sheep are white. The background shows other people and parts of the tent structure. Below the photograph is a white text box with green and black text.

HOME ABOUT THE SHOW ▾ TRADESTANDS COMPETITORS SPONSORSHIP

COME AND JOIN THE FUN!
Tendring Show
Essex County's Premier Agricultural Event
Saturday 8th July 2023
Lawford House Park, Nr Manningtree, Essex

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



North Essex Digital Access Support Team

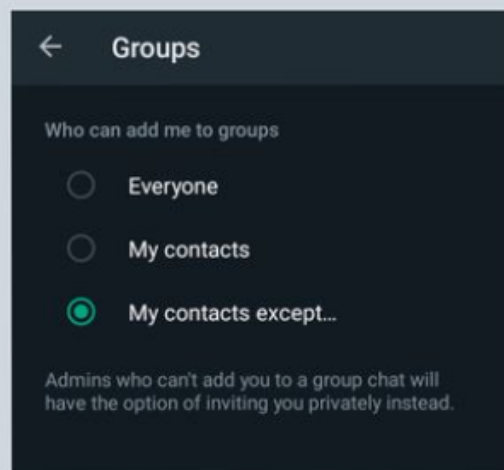
20 April at 12:32 · 🌐

#TTT #TopTipThursday #WhatsApp

Have you ever been added to a WhatsApp group chat by someone who isn't in your contacts? Did you know you can change your privacy settings so that you have to be privately invited first so that you have the choice to accept or decline?

To do this, go to your settings in WhatsApp, then Privacy and then Groups. From this menu, if you select My Contacts then only people in your contact list can add you to a group without having to accept or decline the invite.

If you want to learn more about using smart technology, then why not take a look at our online tutorials that can be found here <https://www.colchester.gov.uk/digitalaccesssupport/calendar/>



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

The Digital Access Support Team have a large network of partner organisations, due to the nature of our role.

We spend a lot of time out in the communities within both boroughs, and although we are there mainly to help people with gaining better knowledge and understanding with all things digital, we also do a tremendous amount of signposting to various council colleagues, organisations, charities and health partners, therefore we have to try our best to keep updated with what is out there and who can help with what.

With this in mind we have populated a [Local Services Contact Sheet](#) for you to keep and/or share.

If you would like your details added or amended, please do get in touch with the [team](#)

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

Partner Info Sharing cont....

In this edition we introduce you to our partners Mercury Maynard and CVST - Community Volunteer Services Team.



From Laptops to Cloud Services: How Mercury Maynard Helped Colchester During the Pandemic and Beyond

During the COVID-19 pandemic, we noticed that many people in our community were struggling with the sudden shift to remote work and online learning. Access to technology became a significant issue, with many individuals and families unable to afford new devices or find reliable equipment that met their needs.

As a local business owner in Colchester, we saw an opportunity to help those in need and took action. We began refurbishing laptops that had been donated by members of the community. We spent countless hours ensuring that each device was in good working condition, installing all necessary software and updates to make them functional. One of the great causes that donated laptops was Colchester Citizens Advice. Rachaelle Litwin was pivotal in this process and donated a large amount of equipment for us to refurbish and redistribute.

In addition to the laptops, we also donated several tablets and smartphones to the Anti Loo Roll Brigade, a group that had been working tirelessly to support the community by delivering essential items like food and toiletries to those in need. By providing them with technology, we helped the Anti Loo Roll Brigade to stay organised and communicate more effectively. They were able to distribute a number of the refurbished laptops to children that were unable to access online learning.

Partner Info Sharing cont....

Our actions during the pandemic made a significant impact on the lives of many people in Colchester. We are proud to have shown that even small gestures can go a long way in supporting those in need during challenging times.

At Mercury Maynard, we offer a range of services that can help businesses and organisations thrive in today's digital landscape. Our team of experienced professionals can provide IT support, cyber security solutions, cloud services, Microsoft 365 integration, and network setup and maintenance. We understand that technology can be complex and overwhelming, which is why we offer personalised solutions that meet the unique needs of each client.

Our IT support services can help businesses of all sizes stay productive and secure. We offer remote support and monitoring to quickly address any issues that may arise. Our team can also provide on-site support when needed, ensuring that your systems are always up and running smoothly.

In today's world, cyber security is more important than ever. We offer comprehensive solutions that protect your business from cyber threats, including malware, phishing, and hacking. Our team can assess your current security measures and recommend improvements that will keep your business safe and secure.



Partner Info Sharing cont....

Cloud services have become essential for businesses that need to store and access data from anywhere. We offer a range of cloud solutions that are secure, scalable, and cost-effective. Our team can help you migrate your data to the cloud and provide ongoing support to ensure that everything runs smoothly.

Microsoft 365 has become the go-to platform for businesses that need access to a range of productivity tools. We offer Microsoft 365 integration services that can help your team collaborate more effectively and get more done. Our team can help you set up and manage your Microsoft 365 environment, ensuring that everything is configured to meet your unique needs.

Finally, our network setup and maintenance services can help your business stay connected and productive. We can help you design and implement a network that is fast, reliable, and secure.

If your business is struggling with IT Support or you would like to discuss our products in more detail, please do not hesitate to contact us on 01206 615323 or send us an email at hello@mercurymaynard.co.uk

Or visit there [website](#) via any of the images or via this [link](#)



Partner Info Sharing cont....



What is Community Voluntary Services Tending?

With projects, groups, activities, funding, advice, support services and networking, the charitable organisation known as CVST can be found working throughout Tendring.

At its core is a mission to support, promote and develop the community and voluntary sector.

It champions the sector, bringing organisations together through its forum Tending Together, and provides a voice to help shape policy, plans and strategy in the district by providing valuable analysis of the district through annual community asset mapping.

CVST also gives away hundreds of thousands of pounds to local community groups through managing various grants programmes, and helps local voluntary organisations with governance, accessing funding, and training.

But on the ground and at its heart is people – the residents who need a little help, support or advice, or are looking for a way to get active or make friends. From its hubs in Rosemary Road, Clacton and High Street, Dovercourt, as well as venues across the district, CVST offers craft groups, friendship and bereavement cafes, a dementia café, seated dance, and IT support.

Partner Info Sharing cont....

There are also three beach huts, two allotments, an amazing community garden at Kennedy Way, and a lunch club in Carnarvon Road.

A winter warmth project gives out winter packs to help the vulnerable stay warm during the cold months in a bid to help them stay well and stay out of hospital, as well as a summer resilience project to promote safety in the warmer weather.

And working alongside these is a team of social prescribers, whose role is to help individuals with their health and wellbeing in non-medical ways, which includes supporting people with a helping hand when they are discharged from hospital.

Sharon Dixon, Head of Communities at CVST, said: "It's about helping each individual with what they need. It might be they are lonely, isolated, feeling low and it's affecting their overall wellbeing.

"That's where we help, whether it be connecting them to a suitable group for friendship, utilising their skills for volunteering or a club related to their interests. "Or it could be they need help with getting more active and could benefit from a seated dance class, a walking group, getting involved at an allotment or even being prescribed a new bike.



Partner Info Sharing cont....

“We run My Weight Matters clinics and can also help in practical ways as well as helping people access help for a variety of issues.”

Social Prescribers also work with the Hospital Discharge Hub, Urgent Community Response Service and St Helena Hospice. You can press the image below or this [link](#) for more information on Social Prescribers.

Since March 2021, CVST's Cultural Awareness Project has been working to reduce health inequalities by connecting with members of multicultural and ethnic groups in the community. This has included setting up weekly groups, running activities and hosting special events.

CVST, which is this year celebrating its 50th anniversary, receives funding from its partners at the North East Essex Alliance, Essex County Council and Tendring District Council to deliver many of the services described.

For more information about CVST visit www.cvstendring.org.uk or call 01255 425692.



Knowledge Sharing

REAL

From: Amazon.co.uk <digital-no-reply@amazon.co.uk>
Sent: Saturday, January 21, 2023 11:31:55 AM
To: [REDACTED]@hotmail.co.uk
Subject: Amazon.co.uk order of CBS Catch Up Channels UK

amazon.co.uk

Today's Deals | Your Account | Amazon.co.uk

Order Confirmation
Order #D01-5901203-1733436

Hello R [REDACTED]

Thank you for shopping with us.

Manage your apps and connected Android devices in your Apps and Devices.

Your Apps and Devices

Order details

Order #D01-5901203-1733436
Placed on Saturday, January 21, 2023



CBS Catch Up Channels UK
Apps for Android
Sold by Amazon Media E.U. Start.
[Review this item](#)

£0.00

Item Subtotal:	£0.00
Total Before VAT:	£0.00
VAT:	£0.00
Order Grand Total:	£0.00

If you are having trouble downloading Apps to your device, visit [Amazon Appstore for Android Troubleshooting](#).

We hope to see you again soon!
[Amazon.co.uk](#)

Keep shopping for



Saniflo® Toilet Seat | Wide Choice of...
£34.99



2PCS Hebrew Keyboard Stickers None...
£5.99, [prime](#)

You can view your receipt or invoice by visiting the [Order details](#) page.

This email was sent from a notification-only address that does not accept incoming emails. Please do not reply to this message.

FAKE:



From: Dear Amazon Customer
<no_reply@currys.co.uk>
Sent: Sunday, January 22, 2023
11:07:02 AM
To: [REDACTED]@hotmail.co.uk
<[REDACTED]>
Subject: Your Amazon order has been shipped(#045-58887741-245784154) #190015166

Your commands | Your account | Amazon.com

Order confirmation


Command n & deg: 502-20201222-433841525999

Dear PURPLE [REDACTED]

Thank you for your order n & deg: 502-20201222-12130326388. We will keep you informed by email when the items in your order have been completed and executed. Your estimated delivery date is shown below. You can follow the status of your order or modify it in [Your commands](#) on [Amazon.com](#).

Delivery :
Today, 2023.01.22-
Your delivery method:
Standard delivery

Your order will be shipped



[details of the order](#)

502-20201222-4086838805
United States

details of the order

Command n & deg: 502-20201222-41919325265
2022

Staying Safe Online – With Amazon

Scammers and hackers are a worry that we all have, how can we tell that the email, text message, letter in the post, etc is legitimate? There are a number of things that you can do, including signing up to our [online safety](#) tutorial.

The image above shows a real email from Amazon and a fake email from a scammer.

Knowledge Sharing cont.....

Looking at the fake email, there are a couple of areas you should be aware of:

- Have you actually ordered anything
- Why has the email allegedly been sent from Curry's
- Why is it to Amazon Customer and not my name which they would have if it was legitimate
- Dear email address, as above if real, they would know your name
- There are inconsistencies with the grammar, font and colouring.
- There is no description of the item you have ordered
- There are no details of the price/cost
- And it was being shipped to an email address

All of these are common flags, that should make you have concerns, and the rule of thumb is if it doesn't feel right, it probably isn't.

Amazon are aware that both them as an organisation and their customers are often targeted, and they do what they can to protect members of the public:

Stay safe from scammers by getting to know their most common scams:

- **Order Confirmation Scams.** These are unexpected calls/texts/emails that often refer to an unauthorised purchase and ask you to act urgently to confirm or cancel the purchase. These scammers try to convince you to provide payment or bank account information, install software to your computer/device, or purchase gift cards.

Remember, if you received correspondence regarding an order you weren't expecting, you can verify orders by logging into your Amazon account. Only legitimate purchases will appear in your order history - and Customer Service is available 24/7 to assist.

- **Tech Support Scams.** Scammers create fake websites claiming to provide tech support for your devices and Amazon services. Customers who land on these pages are lured to contact the scammer and fall prey to their schemes.

Remember, go directly to the help section of our website when seeking help with Amazon devices or services. If you do use a search engine, use caution. Legitimate Amazon websites contain "amazon.com" such as "amazon.com/support".

Knowledge Sharing cont.....

Here are some important tips that Amazon provide, so that you can identify scams and keep your account and information safe:

1. Trust Amazon-owned channels. Always go through the Amazon mobile app or website when seeking customer service, tech support, or when looking to make changes to your account.
1. Be wary of false urgency. Scammers may try to create a sense of urgency to persuade you to do what they're asking. Be wary any time someone tries to convince you that you must act now.
1. Never pay over the phone. Amazon will never ask you to provide payment information, including gift cards (or "verification cards", as some scammers call them) for products or services over the phone.

If you receive correspondence you think may not be from Amazon, please [report it to us](#). For more information on how to stay safe online, visit Security & Privacy on the Amazon Customer Service page.

Additional resources:

- [Tips to determine](#) if an email, phone call, text message, or webpage is really from Amazon.
- Amazon offers [Cybersecurity Awareness Training](#) free to individuals and businesses around the world.
- If you're concerned about your account security, go to [Protect Your System](#) for tips and recommendations.

It is not just Amazon or the DAS Team who want to educate around online safety, if you would like to know more about the new government blueprint to protect public from scammers, then press this [link](#), you will find out more about ~

- banning cold calls
- clamping down on number spoofing
- new service replacing Action Fraud
- banks allowed to delay suspicious payments



Knowledge Sharing cont.....

The team provide a number of tutorials and workshops to see our portfolio press on the image below or visit our [website](#).

Tutorials and Workshops are held both online and in person.

Online Tuesday mornings 10.30-12.30 and Thursday afternoons 1.30-3.30 alternating between Zoom and Microsoft Teams.

In person takes place over a 12 week period on a Wednesday and alternates between various locations in Colchester and Tendring.

You can express an interest in our tutorials and workshops, as well as all our other services by completing an [Expression of Interest form](#) via this [link](#) or our [website](#).

Tutorial Name	Description:
Basic guide to using your smart device.	Learn how to use your smart device over four sessions, 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	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
Understanding Apps on a Smart Device	Learn how to download and install different apps on your smart device including the NHS app in one session
Using the NHS App	Learn how to create an account and link it to your GP surgery in one session. Including how to navigate and use the features and functions of the app.

Services Schedule

Our services remain the same, we are continuing to flex and spread ourselves where we are needed.

We do have some changes coming over the next few months, where we hope to change some of our community bases including the mobile library.

These will be updated on our calendar shortly, the next page provides more information on how to use our calendar.

during the start of the year we had our shut down period, where we reviewed, audited and completed outstanding work. This reviewing and auditing our website, expression of interest and booking forms and the FDAP map.

We hope that you find the updated version beneficial and full of really useful information.

You can access by pressing the website content image below.

Support sessions, tutorials and events

The team provide a FREE service to North East Essex residents, helping people become more digitally aware, whether that be helping them use their smart devices to keep in contact with loved ones, manage health and wellbeing and so much more. They host community-based events, online and in-person digital chat and support sessions, and in some instances one to one support



Map – Fixed Digital Access Points and Sessions

Fixed Digital Access Points (FDAPs) are located across both Colchester and Tendring borough for you to access them for free. They are fixed, accessible and secure devices, that provide you with an easy and convenient way of accessing local information such as council, surgery, and community services as well as much more. You can also filter the map to see where we hold our in-person community sessions.

Learning resources

We have compiled a handy list of how-to guides and resources to help you with your online skills.



Staying safe online

Find out more about how to stay safe online, including information on what cyber-crime and malware are.



Services Schedule

Using our calendar: You can see where we will be either per week, month or in an agenda view via our [website](#). (or press the image below)



Support sessions and tutorials

Today ◀ ▶ Monday, 5 June Week Month Agenda ▾

Time	Event
Monday, 5 June	
10:00am	St Osyth Village Hall DC&SS
Tuesday, 6 June	
10:30am	Using the NHS website - Online Tutorial
Wednesday, 7 June	
10:30am	Citizen's Advice Mental Health Hub & Shop DC&SS
10:30am	Top Tips to Finding a Job Online - In Person Workshop, Colchester
1:00pm	Citizen's Advice Mental Health Hub & Shop DC&SS
1:30pm	10 Week Workshop - In Person - Colchester
Thursday, 8 June	
1:30pm	Creating Spreadsheets (Excel) - Online Tutorial
Friday, 9 June	
1:30pm	Digital Chat & Support Session - DC&SS Online Link in Description
2:00pm	Housing Office
Monday, 12 June	
10:00am	Harwich Hub DC&SS
Tuesday, 13 June	
10:00am	Pier Avenue Tendring Offices
10:30am	Using Emails - Online Tutorial
Wednesday, 14 June	
9:30am	Wimpole Road Church DC&SS
10:30am	Top Tips to Finding a Job Online - In Person Workshop, Colchester
1:30pm	10 Week Workshop - In Person - Colchester

+ Google Calendar

if you are interested in a particular activity, just press on the link and it will populate with more information, including where it is, times, links, whether a booking is required.

Monday, 5 June	
10:00am	St Osyth Village Hall DC&SS
When	Mon, 5 June, 10am – 12pm
Where	The Village Hall, Clacton Road, St Osyth, Clacton-on-Sea, CO15 8PE (map)
Description	First Monday of each month St Osyth Village Hall hosts a coffee and chat morning, a DAST Officer attends every other month, come along and the team will try to help you with any technical support you need.
Appointment not Required - Just Drop-in.	
For more info you can find the FDAP and DAST activity map here: Fixed Digital Access Points - Colchester City Council	
more details» copy to my calendar	

Services Schedule

The team will also attend partner events, where we can.

we regularly attend the Jobs & Career roadshow, the next one will be at at Christmas Tree Island on Wednesday 21th June 10am-2pm.

You will find many charity, local government and health partners in attendance, so please do come along and see what we are up to as well as our partners or share this with your colleagues or clients.

To connect to the wecandotogether facebook page press the image below.



We also regularly attend the CVST resilience meetings, TDC Older persons forum and Greenstead's SAINT meeting, these are also attended by all the right people.

There is a lot going on for our residents across Northeast Essex.

if you would like to discuss with the team how you could get us along to one of your meetings, events or assist with a colleague or client then please do get in touch using the details at the end of this newsletter.

Further details on some of those services are as follows:

Services Schedule Cont...

- Digital Chat & Support Sessions (DC&SS)- Throughout the month we visit a number of venues, many of these are within already established "coffee mornings".

We attend for two hour slots each time, usually between 10.30-12.30 and 1.30-3.30. We are on hand to discuss any queries, concerns, or anything digital at all people may want to discuss, in order to help individuals, become more confident in using technology.

These sessions can be found on posters within the community, via the [calendar](#) on our [website](#) as well as a [public schedule](#).

- We provide 'Resident Only' sessions that are held within our sheltered schemes, we will be reviewing how we deliver these in the new year, so that they provide the most beneficial learning opportunity for all.
- Monthly 'Surgery Events', these will take place on the fourth Thursday of every month. Members of the team will host an event about a particular health subject, signposting to partner services, and providing patients with information beginning with 'No Smoking Day' and 'Eating Disorders' at our February event which will be taking place at Abbey Fields Medical Practice in Colchester, and we are just finalising our Tendring surgery.
- Established Group Sessions - These are a bespoke learning session, where we deliver a tailored learning schedule over 8 sessions according to the group's requirement. These groups are for already established assemblies with a venue, we provide a questionnaire in order to create a plan from the collated responses.
- One to Ones - These are on a booked, referral or adhoc basis, but the team provide individuals with certain scheduled and planned one to ones dependent on the person need.

These are usually held in a conveniently mutual venue, and between 1 and 2 hours long. Please note we have a large waiting list for this service.

Adhoc are the same but are limited to 2 session in every three months.

Services Schedule Cont...

- There are a number of 'booking only' slots available for colleagues and partners to book clients/residents onto 30 minutes slots with a DAS officer, these will be in locations like Tendring Council Pier Ave Office, CBH Housing Office bookings, DWP Job Centre, and Colchester C360 Community Hubs, and some slots for Beacon House staff only.

More details on how to do this has been shared with relevant partners, if you think this is you/your organisation, please do get in touch for more information on how to do this.

The team offer all of this and much more, for free due to this service being funded by the health and council services of Northeast Essex, please visit our [website](#) for more details on the services on offer.

You can view our schedule via the [calendar](#)

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

To visit our website press on or scan the QR code.



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 (ICB, CBC & TDC)

DIGITAL ACCESS

supporting you to get online



**DIGITAL
ACCESS**

supporting you to get online



North East Essex
Health & Wellbeing Alliance

Contact

Digital Access Support Team contact details -

Telephone:

Colchester 01206 282 452 **Clacton** 01255 686497

Mobile 07970 551153

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
City Council

NHS

Suffolk and
North East Essex
Integrated Care Board

Tendring
District Council

