Background
- Massive shift to remote accessing of services and 'Digital First' approaches
- We have heard that some people are feeling left behind VCS organisations face a real challenge to reach people since COVID
- Access to up-to-date trusted information is a real issue
- There are real benefits to increased remote access
    - Convenience
    - Some people prefer **some** medical appointments via phone/video call rather than face to face
    - Some people who previously felt isolated are now feeling more connected with their friends and family after using technology to keep in touch.
    - Shopping, prescriptions, access to information etc etc.

Challenges
- Poverty
- Infrastructure
- Equality of access to information and services
- Choice
- Many people don't have the kit
- Many people don't know about what's available or feel confident to use online services
- Access to data – good broadband, credit for data etc
- Do the digital services wee have really work for people?

What's happening

- Cross sector working group looking at developing a digital strategy for the borough
- VCS organisations have put projects in place to help people access services online – digital champions, how to guides, kit loan schemes etc
- CCG and NTC have investing in various pieces of digital work
- Planned research into the issue with CCG – gather evidence and identify actions
- Living Well in North Tyneside site

What we need from you

- Commitment to work across the system to understand digital inclusion and listen to users - including developing a coordinated strategy to support citizens to access services
- Commitment to address these issues at all scales
- Recognise user choice and that some people cannot access services online.
- Digital issues are embedded within individual workstreams/strategies – this should include both internal systems and user facing
- Commitment to reviewing 'traditional methods' alongside digital methods so that we don't create a two tier service.

Living well in North Tyneside and the future of the SIGN network

What would help more people to access services online?

What can we do to get local people using the new living well in North Tyneside site?