



Living Well North Tyneside

Supporting Health and Wellbeing

A guide for providers



North Tyneside Council





Contents

Welcome.....	2
Living Well North Tyneside.....	2
How does it work?.....	3
Who is involved?.....	4
SIGN Directory users.....	4
How to register as a provider.....	5
Completing your profile.....	6
Profile.....	7
Service.....	8
Activities.....	9
Events.....	11
Become a VODA member.....	12
Information & resources.....	13
Community news.....	13
FAQ's.....	14



Welcome

Hello and a warm welcome to Living Well North Tyneside's Guide for Providers, we're so glad you're here!

This is a quick and easy-to-follow guide for organisations registering and creating a profile with Living Well North Tyneside (LWNT). In this guide you'll find information about LWNT as well as helpful advice for your registration process. Keep an eye out for our mascot, Gully, who will share his own tips and tricks along the way!

Living Well North Tyneside

LWNT is a new partnership bringing together health, social care and community organisations in one place. We want to provide the residents of North Tyneside with trusted information and resources on local services, activities and events available to them to help us all live well.

We've built this website following the success of the SIGN Directory with the intention of offering a wider range of information to the residents of North Tyneside.

We understand how difficult it can be to know how and where to find information about local community, health and support services, and that's why our aim is for LWNT to become an easy and accessible platform for these services in North Tyneside. We see it as a 'go to' for North Tyneside residents to find the right information for them regarding these services.

Continued...



To achieve these goals and make LWNT the best it can be, we need you! We want to offer the residents of North Tyneside as much information as we can about all of the amazing work happening across the borough, which is why it's important for as many organisations as possible to get involved. The more information we can offer, the better LWNT will be.



LWNT is not replacing your existing sites, we are simply offering you a space to create a public profile for your organisation and promote what it can offer.

This is to make it easier for the residents of North Tyneside to access information in one place!

How does it work?

Our website is a directory of services for local activities, news, events and services where organisations and groups in North Tyneside can share and showcase what they can offer to residents.

On the website organisations and groups will be referred to as 'providers' and North Tyneside residents using the site are 'users'. Providers will have visible profiles filled with information about their respective organisations for users to search for and view at their convenience. There's no charge to take part as either a provider or user and it's a great way to promote community engagement.



Who is involved?

Whilst there's a whole host of brilliant organisations involved, our supporting partners in the LWNT Partnership are:

- [North Tyneside VODA](#)
- [North Tyneside Council](#)
- [North Tyneside Clinical Commissioning Group](#)
- [The Community Healthcare Forum](#)
- [TyneHealth GP Federation](#)
- [Healthwatch North Tyneside](#)
- [North Tyneside Primary Care Networks](#)

SIGN Directory users

If your organisation is already registered with the SIGN Directory, you won't have to re-register, but you will have to create a new password to have access to your information stored within the SIGN Directory. Click on the same link provided and click 'Forgot Password' where you'll be prompted to create a new password and then you'll be taken to your existing profile.

Please let us know the email address you originally registered with via the SIGN directory. If you can't remember that email address, please let us know and we can share it with you.

Whilst we have built LWNT from the success of the SIGN Directory, it's a far more detailed and interactive website so you may want to use the opportunity to fill in more information about what your organisation offers.

Continued...



Your SIGN Directory data will be transferred over and may not necessarily end up in the right place (E.g. a regularly scheduled activity may end up in the events section), so it's worth double checking once the information has been transferred.

If you feel like your SIGN directory information for your organisation is too out of date and you'd like to start a fresh, email us at hello@livingwellnorthtyneside.co.uk and we can delete your SIGN profile and you can register again with LWNT.

How to register as a provider

To register your organisation or group as a provider head straight to our website's registration page - there you'll find the provider registration form.

The registration form has five sections for you to complete (some are optional) but you do not have to fill in everything in at once. Once you have registered your initial profile and we have approved it, you can edit or add to it and the other sections it at any time.

You'll be asked to provide information about your organisation and you'll be given the option to provide logos, photographs, links to your website and your social media channels.

My organisation has many departments, should I register them as separate entities?

LWNT gives you the opportunity to exhibit all of your organisation's services separately but within one profile, so there's no need to register your organisation more than once.

There are some exceptions to this, however. If your organisation is a charity but also has a trading arm, you could register the charity and the trading arm as separate organisations.





Completing your profile

Whilst our admin team will authorise your organisation's profile before it is uploaded, it's up to you to create a friendly and inviting tone that will welcome users who are viewing your profile.

Think about what your organisation has to offer and who it's suitable for. What kind of age range do you target, which areas do you serve, do you offer activities and events?

If our admin team feel your profile isn't quite right to be approved, we'll offer you feedback and support to get it right.

It will be your organisation's responsibility to keep your information up to date. It's important that LWNT is kept as current as possible for the residents of North Tyneside. You'll be sent reminders via email every 3 months (with a follow up reminder) to prompt you to check and update your organisation's relevant information. If you do not confirm with us, when asked, that your information is up to date and accurate, it will be hidden from public view after one month.

A few things to remember when completing your profile:

- Be clear and friendly
- Use accessible and inclusive language
- Avoid using jargon and acronyms
- Consider your target audience
- Attach relevant supporting links and documents for convenience
- Feel free to use content you already have (E.g. information from your existing website)





Profile

This is your opportunity to tell users about your organisation or group and provide us with your details. This will be your LWNT public profile and can be viewed by users who may be interested in learning more about your organisation.

You can share as much or as little relevant material as you'd like but it's best to try and be as concise as possible. There's room to add your organisation's logo as well as a photograph or video to your profile.

Keep in mind some users might be hearing about your organisation for the first time so make sure you're sharing information in a friendly and clear way: let users know who you are and what you provide. You can also add a link to your website and/or social media channels.

You'll be asked about your organisation's coverage in North Tyneside with a drop down menu of four areas: Whitley Bay, Wallsend, North Shields and North West. You can select up to all four from the menu.

Once you've registered you'll be able to edit or add to your profile and services at any time.





Service

Here you'll be asked about the service or services that your organisation or group provides. Services are generally the bigger picture projects that could then lead to smaller activities, sessions or regular meetings.

You'll be asked some questions about your service including where it takes place, who is eligible and how much it costs (if it does). You'll also be able to add photographs, logos and website links to make it easy for users to see what you offer. The first few lines of your service description can be seen on the website, so make sure you lead with what's important and relevant.

Here are a few service examples that VODA might share on their LWNT provider page :

Funding Advice

Whether it's £500 for new equipment or £5,000 for set up costs you're looking for, we can help you at every stage of the funding process, from:

- Identifying your funding needs
- Planning your project and putting together a budget
- Who to apply to for funding
- Developing your funding applications
- Evidencing your need and defining your outcomes

See our Information Sheets below or contact us for further support.

Link to website page including downloadable guides:

<https://voda.org.uk/support-for-groups/funding/>



Supported Volunteering

Sometimes people need a bit of extra support to volunteer and to overcome barriers such as a lack of confidence and motivation, difficulty communicating, problems completing application forms, or anxiety about travelling to unfamiliar venues and meeting new people.

Our Supported Volunteering service helps people who have a mental health or other long-term condition to access and sustain volunteering and to enjoy the benefits of volunteering activity, such as

- Improved health and wellbeing
- Increased self-confidence, self-esteem and sense of worth
- Routine and structure
- Increased social interaction
- Improved skills, experience and CV

Website link: <https://voda.org.uk/supported-volunteering/>

Activities

Activities are regularly scheduled sessions like a weekly coffee morning or a monthly book club.

Just like the events section, you'll be asked to provide details about your organisation's activity. You'll be asked about the activity's accessibility, how much it costs (if it does), when and where it takes place and who it's for. Once again, remember to get straight to the point and include website links and any relevant logos or photographs that could draw users in.



Here's an example of an activity that VODA might share on LWNT. This is the information they would provide on their user profile to inform people about this activity.

For this activity they would select North Shields from the coverage drop down menu and then input the dates of when this activity occurs.

Happy to chat

We were delighted with the success of the Happy to Chat launch in North Shields at the end of January. We had a range of different people and organisations get together to share a chat and a cuppa. Whitley Bay Big Local also held a similar event to launch the scheme in Whitley Bay.

There will now be fortnightly events on a Tuesday 10am to 12pm at the Beacon Centre, starting 11 February (excluding 3 March) and Whitley Bay Big Local will be running regular events, keep an eye out on their social media pages. The aim is to expand this scheme out to local cafes and other organisations in the hope to get the people of North Tyneside starting new conversations over a cuppa.

Link to informational video: <https://www.facebook.com/watch/?v=452449998968538>

Link to website: <https://voda.org.uk/happy-to-chat-in-north-tyneside/>



You can also use **tags** alongside your services, activities and events to help users find what they are looking for. A tag is a key word that describes something you are providing. You can add a more detailed description of that tag to elaborate for the user. An example of this could be tagging 'Yoga' and adding a description of 'Gentle yoga sessions for over 50's'. This will help users find what they are looking for with more ease.



Events

Events are generally one-off arrangements such as a job fair or a walk for charity. You can add events to your profile at any time.

Just as with services and activities, the first few lines of your event description can be seen on the website so make sure you lead with what's important and relevant.

Always remember to include any supporting materials like photographs or event booking links to ensure ease for users.

Here's an example of an event that VODA might share on LWNT:

Funding Fair

VODA's Funding Advisor Frank Gillender will be on hand for an afternoon phone-in funding advice session for North Tyneside voluntary and community groups (or if you have beneficiaries in North Tyneside).

Frank will be available to:

- discuss your project
- talk about how much funding you need
- have an initial conversation about possible funding options
- help outline your next steps.

Frank will need to know how you are set up – i.e. whether you're a constituted community group, registered charity, CIO, CIC (Social Enterprise) etc and it will help if you can provide a breakdown of the costings you've worked out for the funding needed.

Contact Frank on 0191 643 5762 between 1pm and 4pm



Become a VODA member

This is a completely optional section for providers. If you are not a VODA member and would like to be one, you can now sign up via your LWNT profile.

Membership of VODA is open to any voluntary, community and social enterprise organisation with a written governing document, operating in North Tyneside. VODA members:

- receive discounted training
- can vote at our AGM and be elected to VODA's Board of Directors

Becoming a member of VODA also helps to strengthen the voice of the sector in North Tyneside, helping to increase our influence in decision making and ensuring the sector is represented at a strategic level.



VODA AGM 2019



Information & resources

LWNT will have an information and resources section for users to access. This will constitute free, downloadable information that might include fact sheets, helpful tools, links and whatever else your organisation feels appropriate and relevant to share. This information will then be linked to your organisation.

Organisations that might want to share information and resources probably provide local or national specialised, focussed support. If you are an organisation in North Tyneside that offers a specialist support (E.g. if your organisation is for people with sight loss, people with dementia, people who are carers, people with learning disabilities) you may want to provide some content for us to include.

Community news

We want to fill up our 'Community News' section with all the positive information that we can E.g. funding successes, new projects, initiatives, case studies and more!

Let us know if you have supported someone and it's had an impact on their life, or perhaps if you are excited about a new opportunity your organisation is providing and it will be displayed within LWNT Community News. It's a brilliant way to engage with users as all articles will feature on the LWNT homepage and link users directly to your provider page to connect them to your service.



Please send us your information & resources and community news to hello@livingwellnorthtyneside.co.uk



FAQ's

- Will my personal details be visible online in the 'profile' section?

No, only your organisation's contact information that you have provided will be visible on the LWNT website.

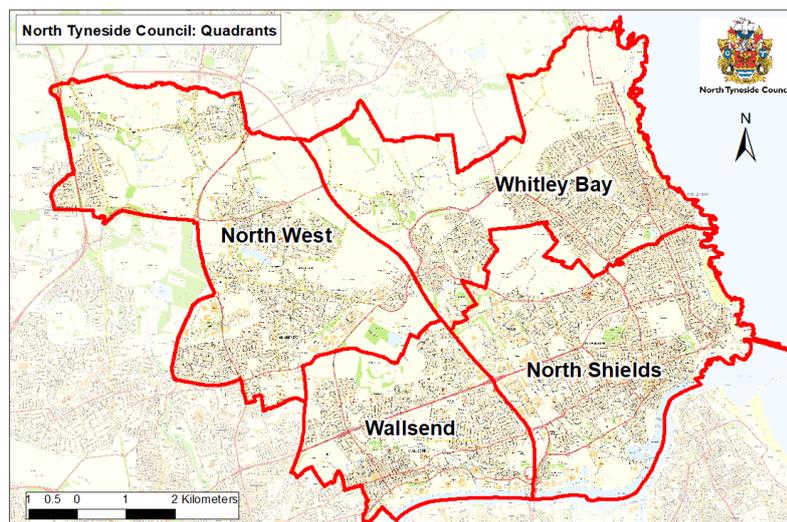
- Is there a more accessible version of this guide to suit my needs?

If this guide doesn't suit your accessibility needs please contact us at hello@livingwellnorthtyneside.co.uk and we will be happy to arrange a more accessible version for you.

- How is the coverage defined?

North Tyneside is split into four areas as illustrated on the map:

- Wallsend,
- North Shields,
- North West and
- Whitley Bay.





FAQ's

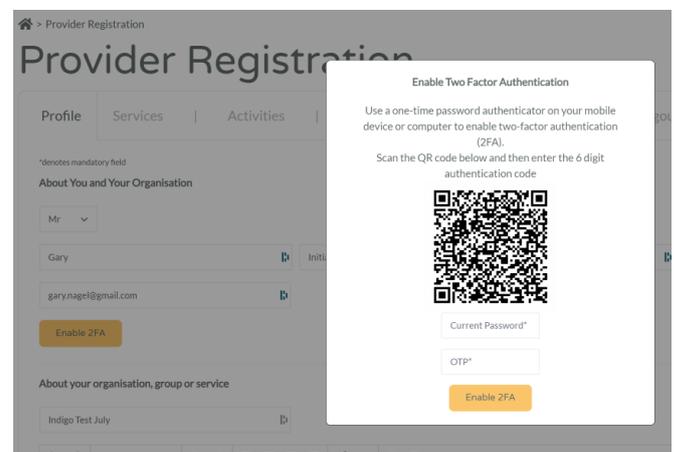
- Can you tell me more about 'Enable 2FA'?

Enable 2FA (Enable Two Factor Authentication) is a more secure way of logging in and out of LWNT - it is also **completely optional**.

Enable 2FA requires your organisation to have a TOTP (Time-based One Time Password) authenticator such as Google Authenticator or Microsoft Authenticator (amongst others).

First, you'll need to input a code from the app in order to complete the initial set up, which confirms that it has been set up correctly, and then use the app whenever you log in.

When you click the 2FA button you'll be prompted via a QR Code to enable 2FA via an authenticator on your organisation's mobile or computer - see image.



The 2FA installed uses Authenticator apps to verify as it is considered more secure than texting. All of these apps mostly follow the same procedure when you're adding a new account: you scan a QR code associated with your account, and it is saved in the app. The next time you log in to your service or app, it will ask for a numerical code; just open up the authenticator app to find the randomly generated code required to get past security. Input that code when prompted by LWNT and you'll be logged in straight away.



FAQ's

- What if my service, activity or event isn't available for the entire area I am setting the coverage to?

The coverage section is simply to identify the locality your service or activity is within. Recording the coverage for your service or activity or event means it will also show up on the Your Area pages of the site.

- What happens if my information is not kept up to date?

It is your responsibility to keep your organisation's page up to date, we will hide your provider page on the LWNT website if it is showing out of date information such as an activity that is no longer running.

- Can I add hyperlinks?

Yes you can either add a hyperlink to another website or document using the 'insert/edit link' button on the toolbar, or you can the link detail in full.

- Can I add recurring events and activities?

You can add as many activities and events as you like, however if you have the same event twice weekly, you should create two separate activities or events. E.g. if you run Art Club twice a week on a Tuesday and Thursday you should create Art Club Tuesdays and Art Club Thursdays and provide the relevant information for each.



This section will develop over time. If you have any suggestions for us please email:

hello@livingwellnorthtyneside.co.uk