Living Well
North Tyneside
Supporting Health and Wellbeing

LIVING WELL NORTH TYNESIDE'S GUIDE FOR ORGANISATIONS

VODA
North Tyneside Council
healthwatch North Tyneside
TyneHealth
CHCF CIC
NHS North Tyneside Clinical Commissioning Group
Living Well North Shields Primary Care Network
Living Well Whitley Bay Primary Care Network
Living Well Wallsend Primary Care Network
Living Well North West Primary Care Network

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WELCOME TO OUR GUIDE FOR ORGANISATIONS!

Welcome to LWNT! Our goal is to make the registration and profile creation process simple and easy to understand. To get started, we've put together a guide that offers practical advice to help you through the registration process, as well as important information about LWNT.

LWNT is a partnership of health, social care, and community organisations that are united in one place. Our mission is to provide residents of North Tyneside with reliable information about local services, activities, and events that can help improve well-being. We understand how difficult it can be to find information about community, health, and support services, so we aim to make LWNT an easily accessible platform for these services in North Tyneside. Our ultimate goal is for North Tyneside residents to rely on LWNT as their primary source of information about these services.

However, we can't achieve our goals without your help! It's essential for as many organisations as possible to participate, as our aim is to provide residents with as much information as possible about the excellent work being done throughout the borough. The more information we have, the more valuable LWNT will become.

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HOW DOES IT WORK?

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!

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.

Organisations will have visible profiles filled with information about them for users to search for and view at their convenience. There's no charge to take part as either a organisation or user, and it's a great way to promote community engagement.

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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

HOW TO REGISTER

To register your organisation you need to visit our website's registration page and complete the five-section registration form. You can always go back later to add or edit information once your profile is approved.

During registration, you'll provide information about your organisation, such as logo, photos and links to your website and social media channels. Our admin team will review your profile before uploading it, but it's up to you to create a friendly and welcoming tone that will appeal to users who view your profile.

Think about your organisation's offerings and target audience. What age range do you cater to? Which regions do you serve? Consider these questions to create a compelling profile that stands out.

If our admin team believes that your profile needs adjustments, we'll provide feedback and support to help you make the necessary changes. Keeping your profile updated is critical. It's crucial that LWNT remains current for North Tyneside residents.

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REGISTRATION TIPS

Be clear and friendly

Avoid using jargon and acronyms

Consider your target audience

Attach relevant supporting links and documents for convenience

Use content you already have (e.g. information from your existing website)

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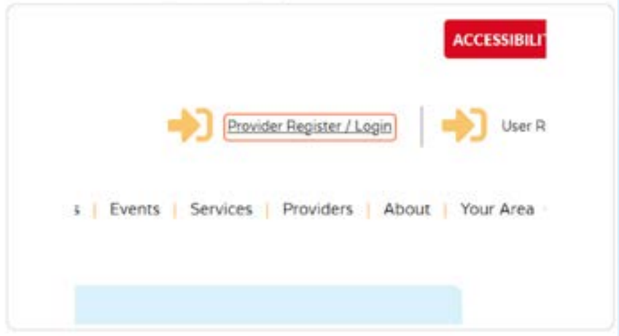
REGISTRATION STEPS

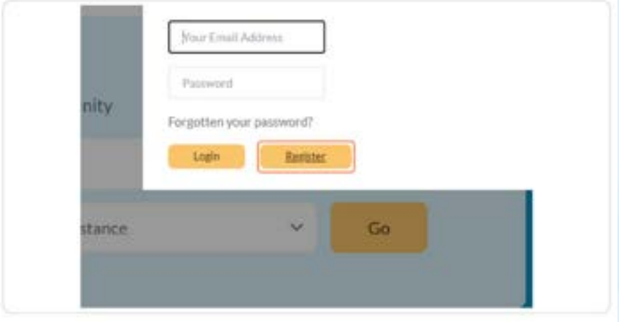
STEP 1

Click on Provider Register / Login



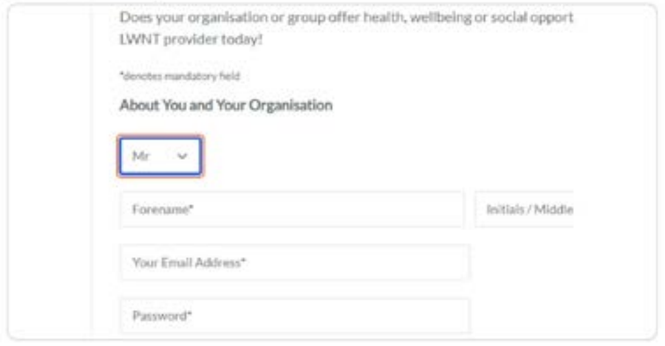
STEP 2

Click on Register



STEP 3

Choose your Title

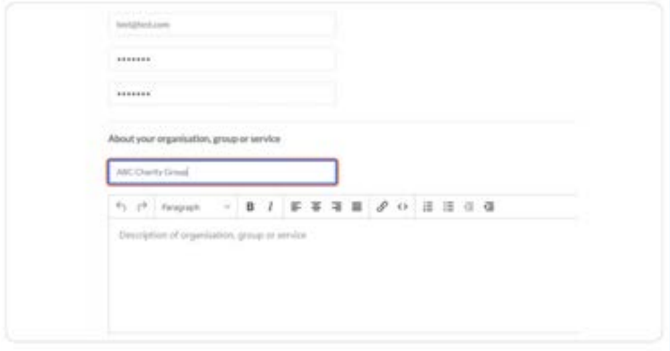


STEP 4

Type Name and Surname of contact person

STEP 5

Type your organisation name



STEP 6

Write a meaningful description about your organisation, mentioning briefly the main services, activities and events you provide. You can add any information you think can be useful for the community to know about you.

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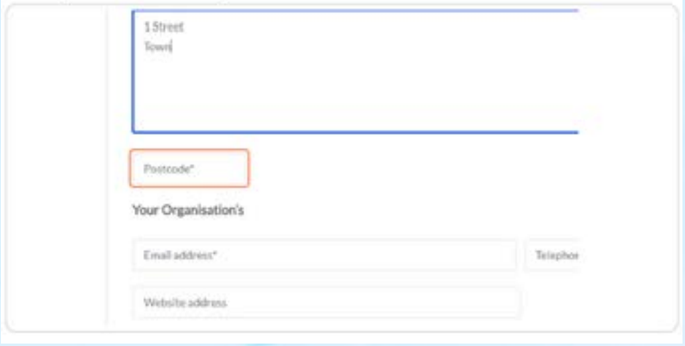
REGISTRATION STEPS

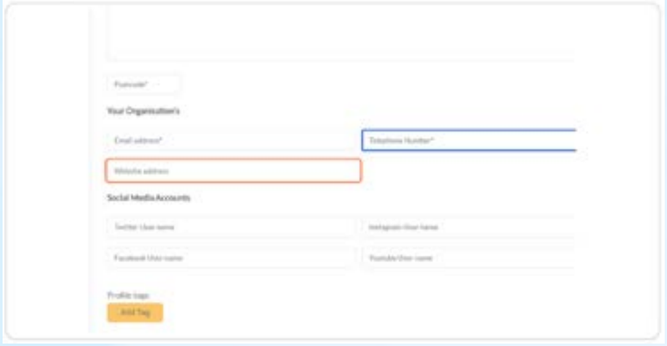
STEP 7

Write your address and postcode



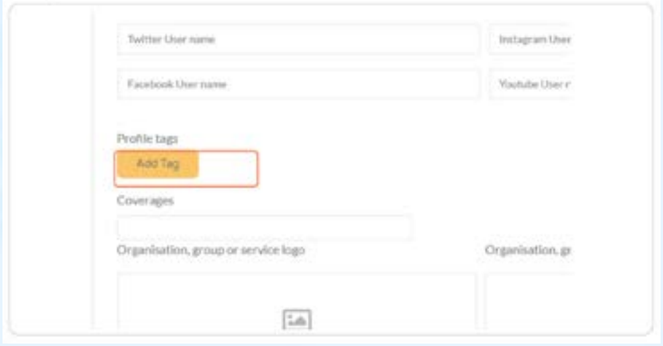
STEP 9

Write your website address



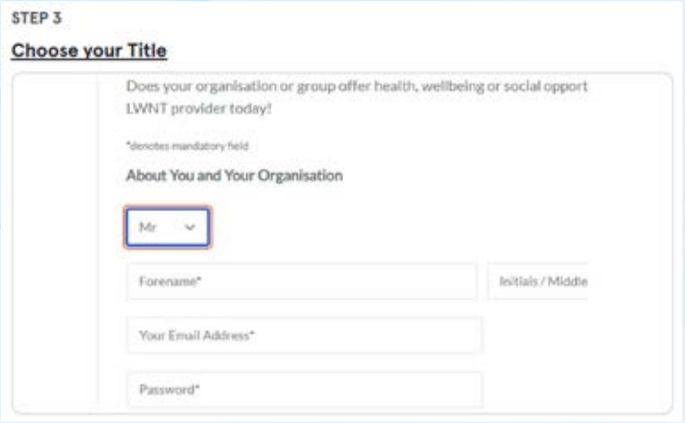
STEP 11

Add your main service



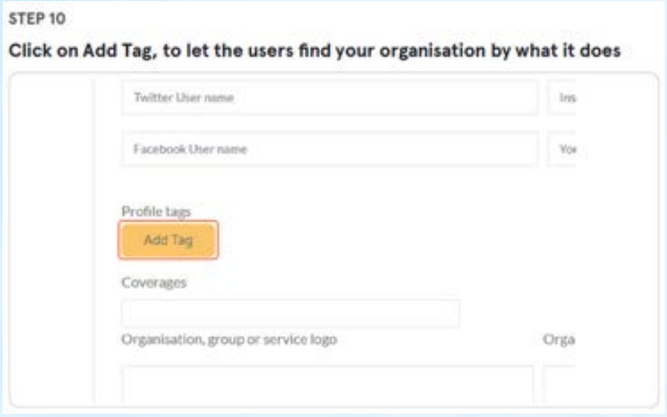
STEP 3

Choose your Title



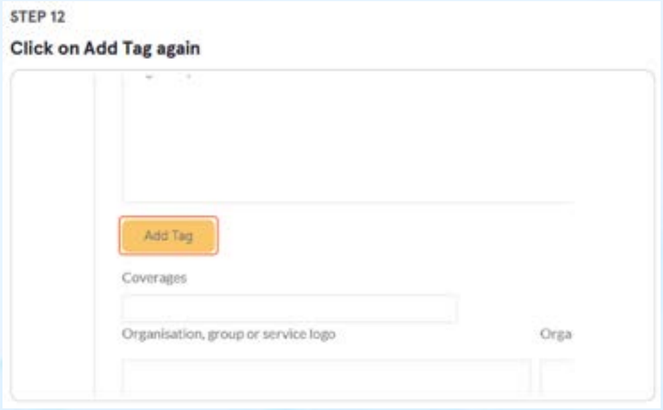
STEP 10

Click on Add Tag, to let the users find your organisation by what it does



STEP 12

Click on Add Tag again



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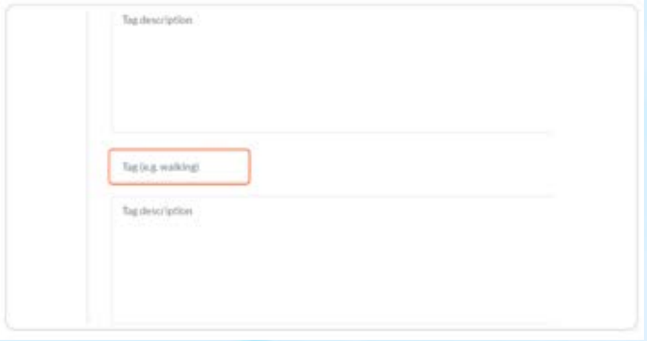
REGISTRATION STEPS

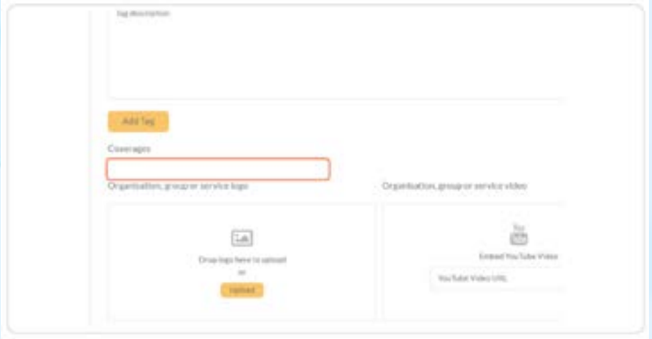
STEP 13

Add additional service



STEP 14

Click on dropdown trigger



STEP 15

Choose your main coverage

STEP 16

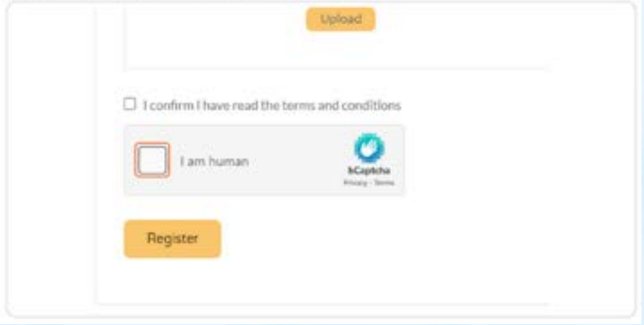
Click on Drop logo here to upload... to add your logo

STEP 17

Click on Embed YouTube Video to add a video about your organisation

STEP 18

Click on Captcha checkbox. Select in order to trigger the challenge, or to bypass it if you have an accessibility cookie.



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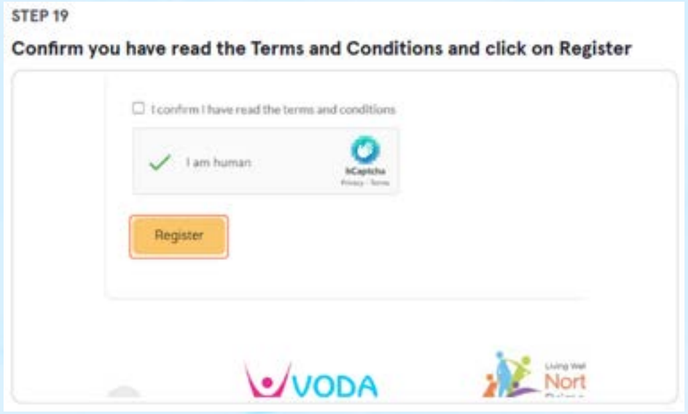
REGISTRATION STEPS



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SERVICES

Once you've registered your organisation on the platform, you can begin adding services. These can range from larger projects that include smaller activities, sessions and even routine meetings. To ensure that users have a comprehensive understanding of what you offer, be sure to include information on the location of services, eligibility requirements, and any associated costs. To make your service more informative, consider including images, logos, and website links. Remember, the initial lines of your service summary will be most visible, so make sure they accurately reflect your service offering.

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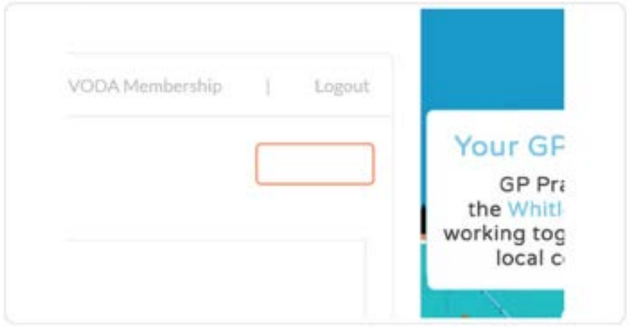
SERVICE CREATION STEPS

STEP 1

Click on Services

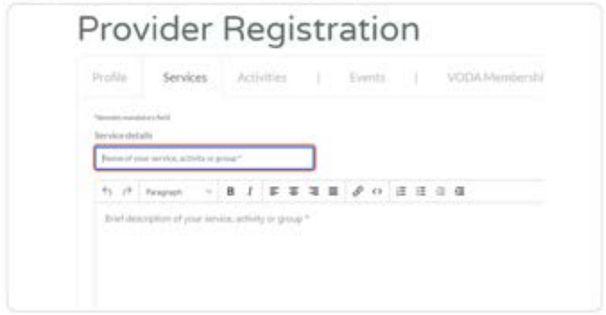
STEP 2

Click on Add Service



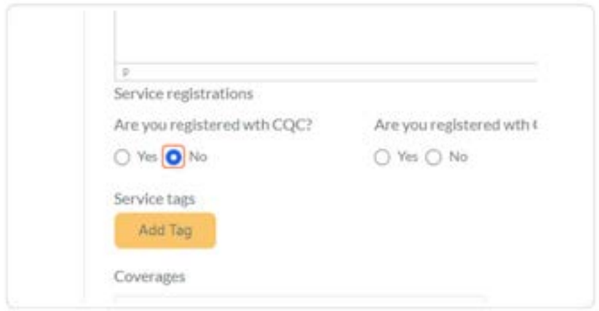
STEP 3

Add you service name and brief description



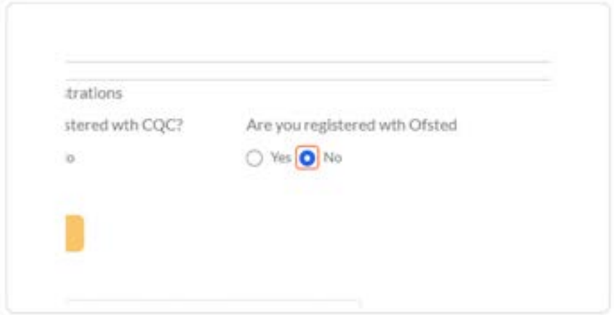
STEP 4

Choose whether you are CQC registered



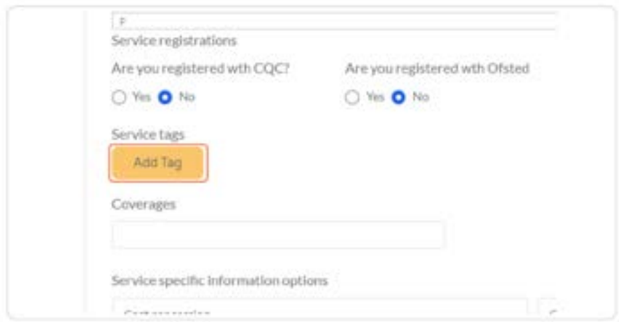
STEP 5

Choose whether you are Ofsted registered



STEP 6

Add Tag (main service description)



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SERVICE CREATION STEPS

STEP 7

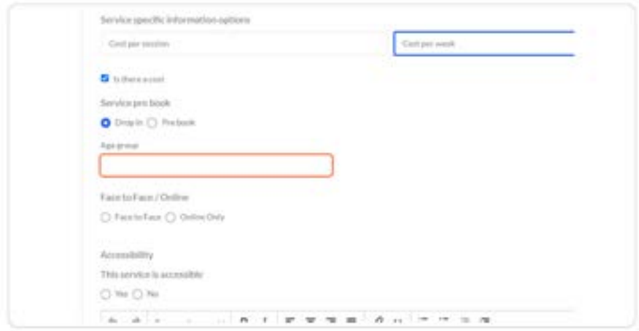
Add Tag (additional service description)

STEP 9

Choose Cost per session or per week if applicable

STEP 11

Choose the age group

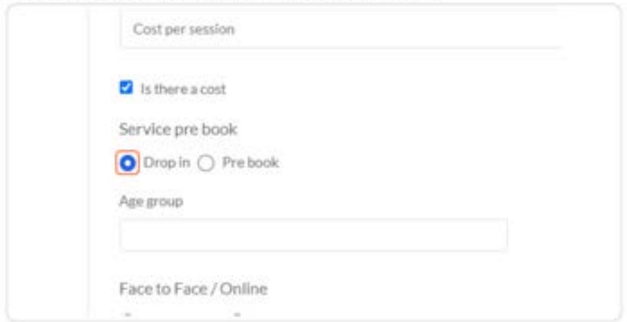


STEP 8

Choose the service coverage

STEP 10

Choose the type of the service - Drop in or Pre book



STEP 12

You can add several age groups

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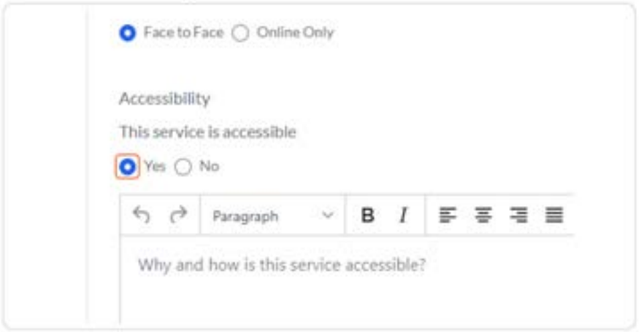
SERVICE CREATION STEPS

STEP 13

Select Face to Face or Online options

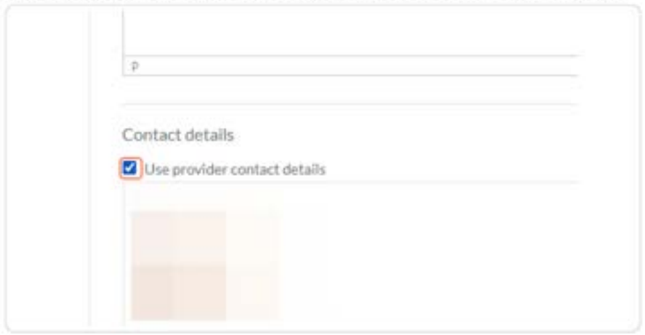
STEP 14

Select the accessibility of the service



STEP 15

If the service has the same address, you can Use provider contact details



STEP 16

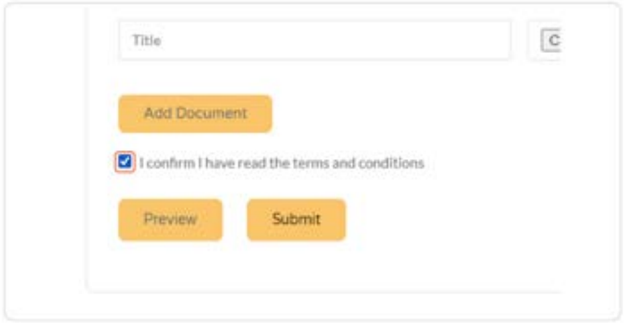
Click on Drop service image here to upload your logo or service image

STEP 17

Add any related file (banner, poster, etc) if you have one

STEP 18

Check I confirm I have read the terms and conditions



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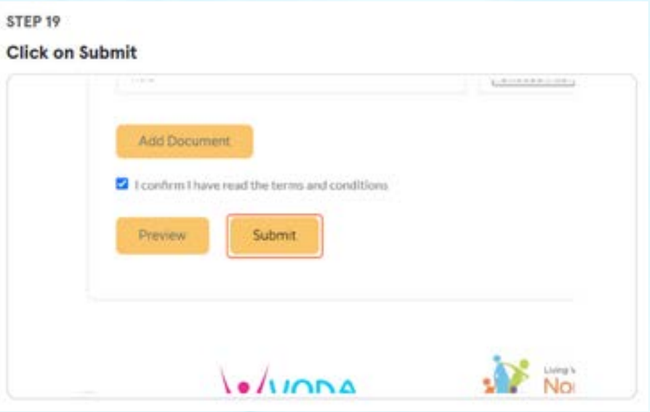
SERVICE CREATION STEPS

STEP 19

Click on Submit



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ACTIVITIES

Activities are regularly scheduled sessions like a weekly coffee morning or a monthly book club.
Just like in the services section, you need to provide details about your organisation's activity. You should write 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.

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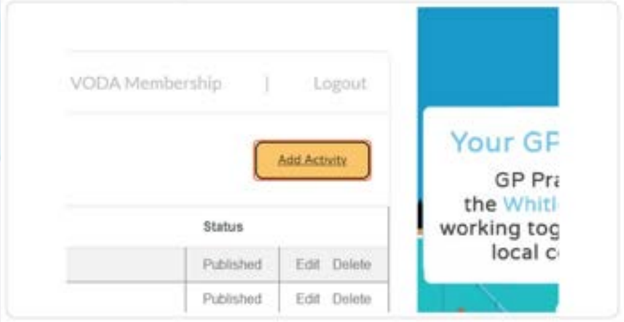
ACTIVITY CREATION STEPS

STEP 1

Click on Activities

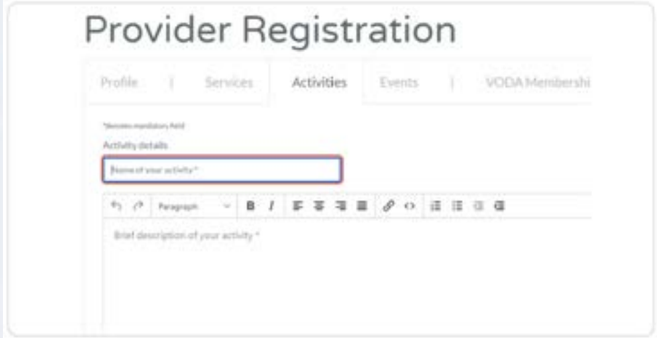
STEP 2

Click on Add Activity



STEP 3

Name your activity and add its brief description

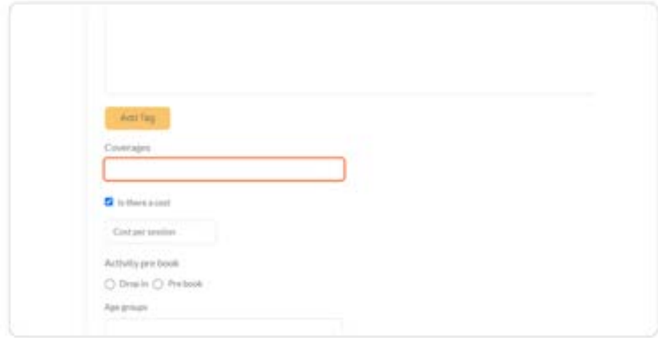


STEP 4

Add appropriate Tags

STEP 5

Choose the activity coverage



STEP 6

Choose everything applicable

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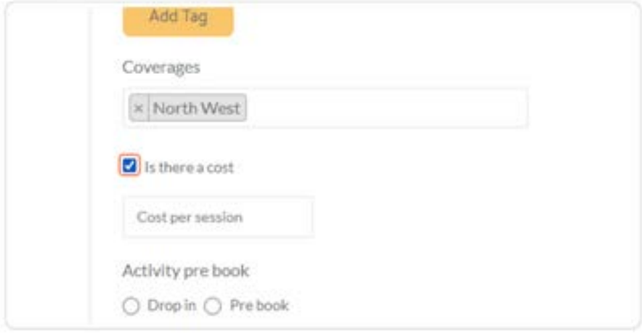
ACTIVITY CREATION STEPS

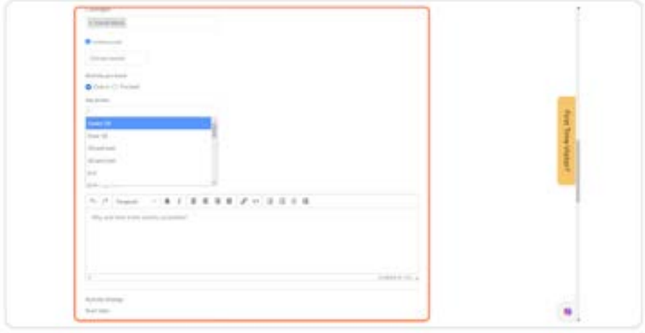
STEP 7

Check Is there a cost



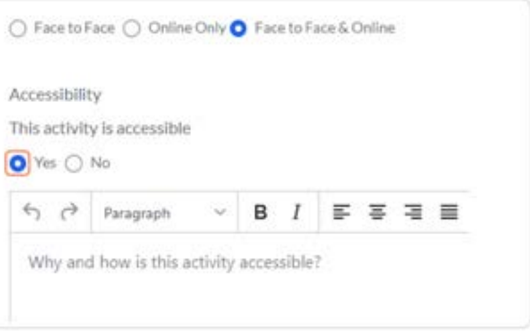
STEP 9

Choose the age group or several groups



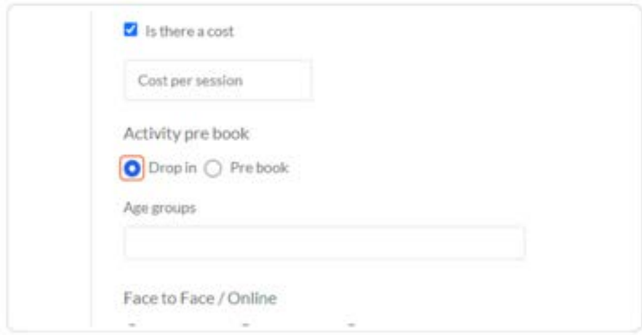
STEP 11

Choose accessibility



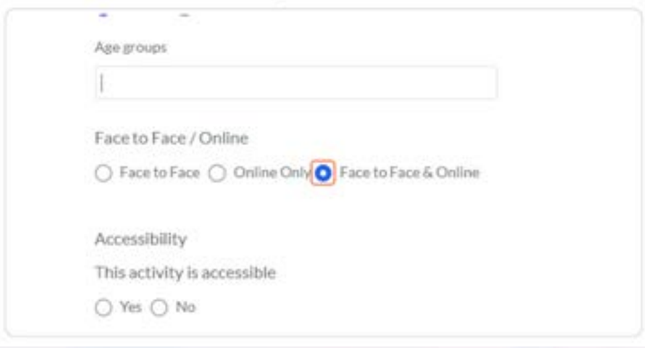
STEP 8

Select Drop in or Pre book



STEP 10

Select Face to Face or Online options



STEP 12

Choose activity Start Date and End Date if there are several activities

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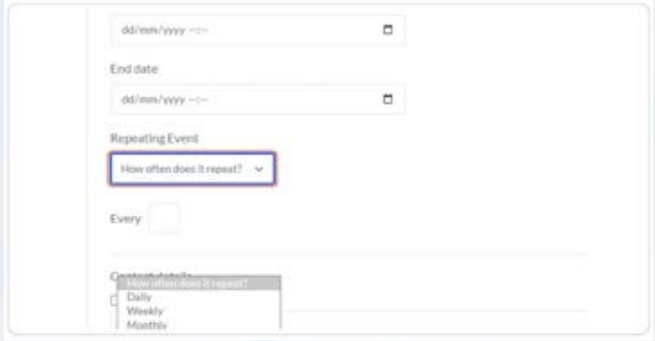
ACTIVITY CREATION STEPS

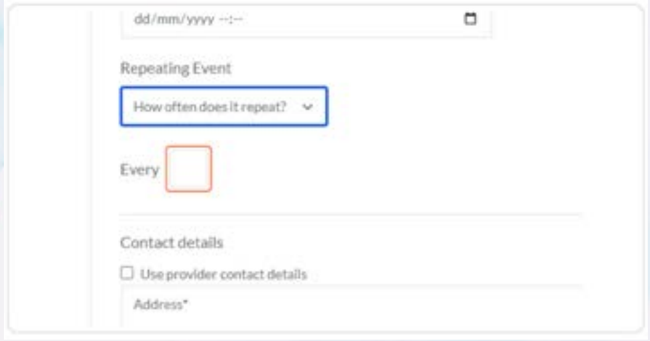
STEP 13

Choose whether the event is repeating and add how often it repeats



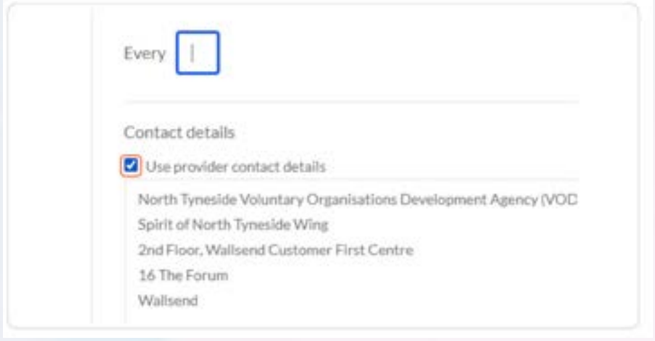
STEP 14

You can add custom information about repeating



STEP 15

Check Use provider contact details if the activity will be at the same address

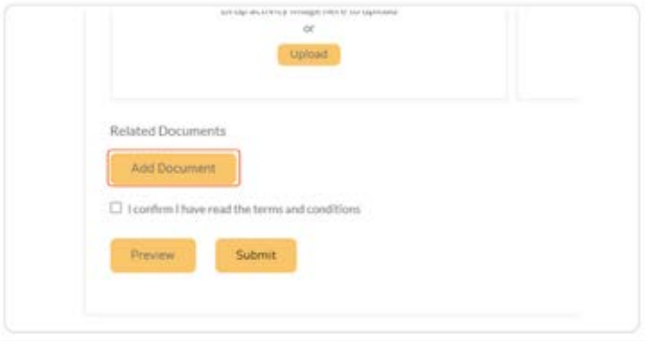


STEP 16

Add activity poster or logo

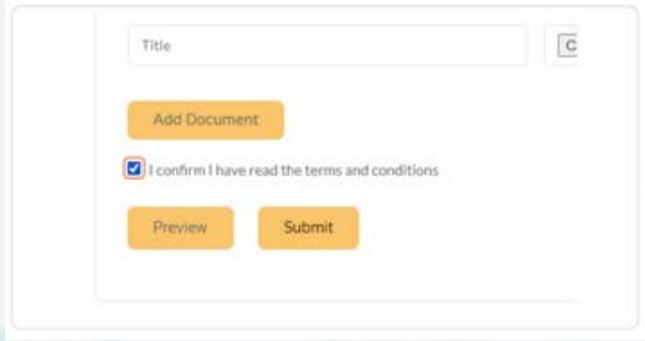
STEP 17

Click on Add Document to add additional materials if needed



STEP 18

Check I confirm I have read the terms and conditions



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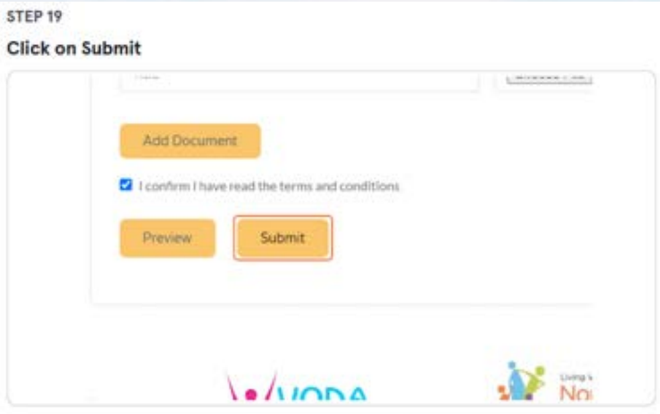
ACTIVITY CREATION STEPS



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EVENTS

Events are typically one-time occasions, like a job fair or a charity walk, that you can add to your profile whenever you want. When creating an event description, keep in mind that only the first few lines will be visible on the website, so make sure to highlight what's important and relevant. It's also helpful to include any supporting materials, such as photographs or event booking links, to make it easy for users to engage with your event.

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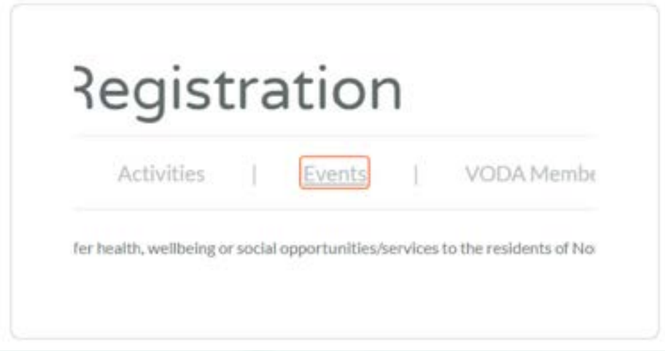
EVENT CREATION STEPS

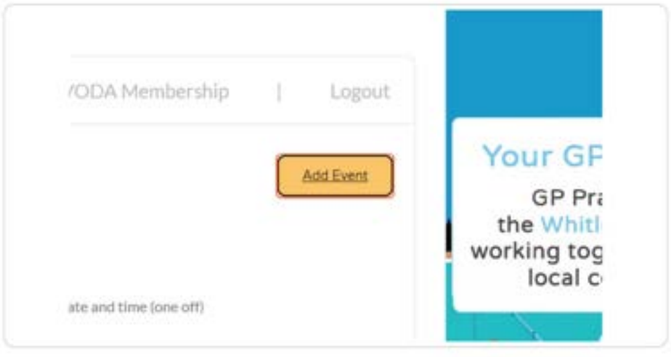
STEP 1

Click on Events



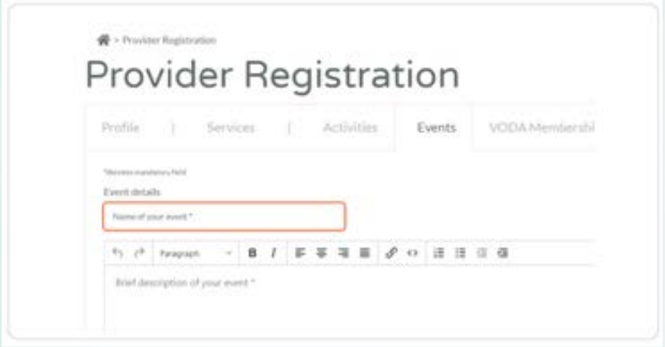
STEP 2

Click on Add Event



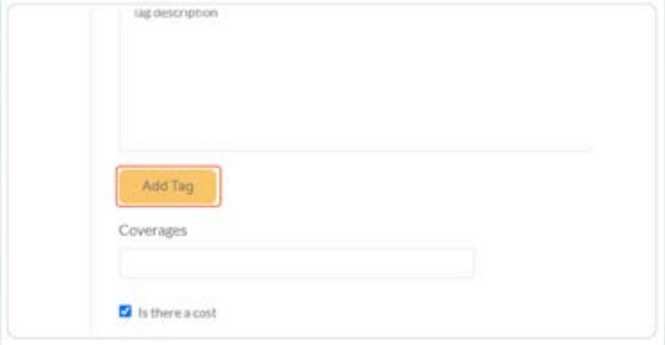
STEP 3

Name your event and add a brief description



STEP 4

Add Tags

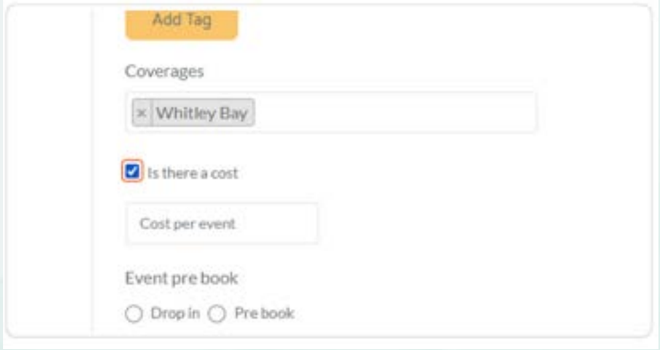


STEP 5

Choose the coverage

STEP 6

Check Is there a cost



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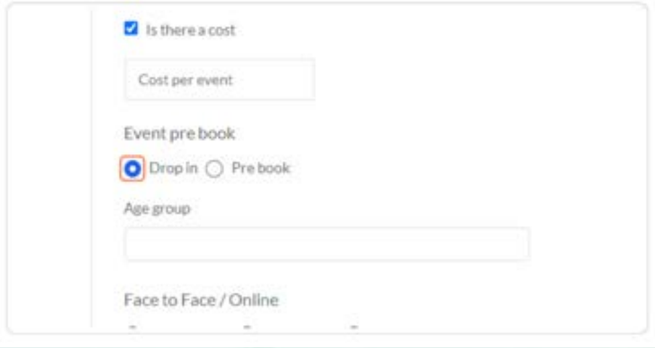
EVENT CREATION STEPS

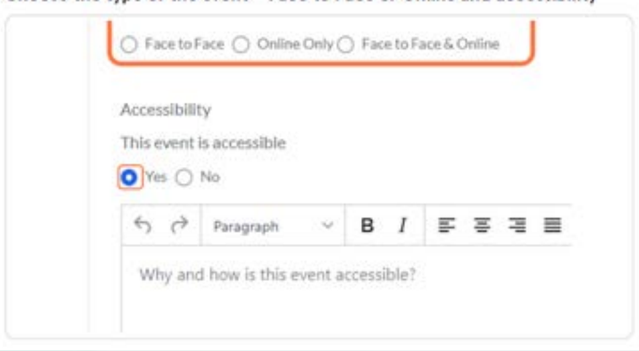
STEP 7

Choose Drop In or Pre Book options



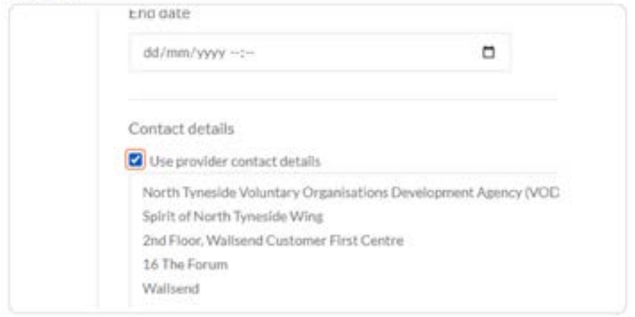
STEP 9

Choose the type of the event – Face to Face or Online and accessibility



STEP 11

Check Use provider contact details if the event takes place on the same address

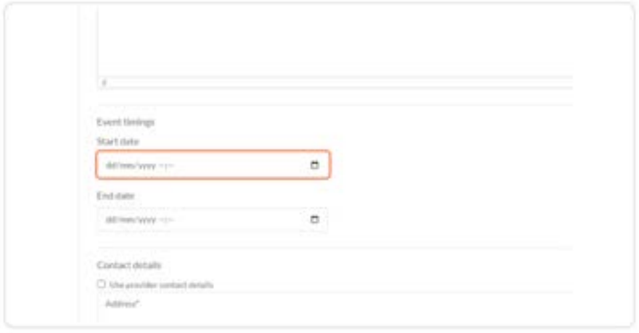


STEP 8

Choose the Age Group

STEP 10

Add Start date and End Date if there are series of the events



STEP 12

Click on Drop event image here to upload your banner or logo

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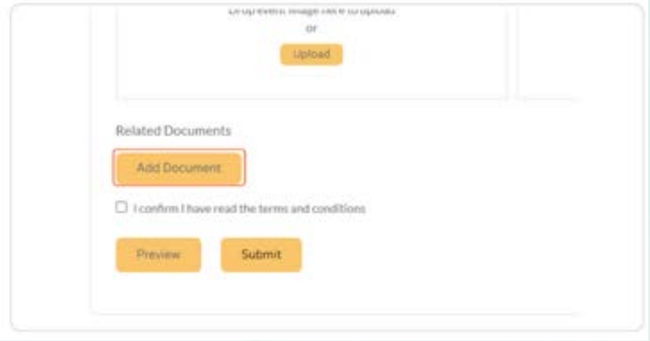
EVENT CREATION STEPS

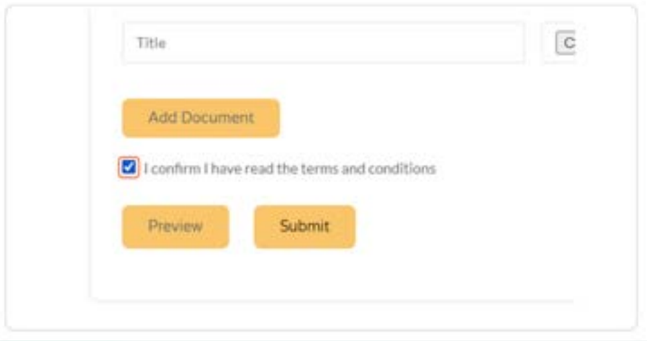
STEP 13

Click on Add Document to add any supportive documents you have



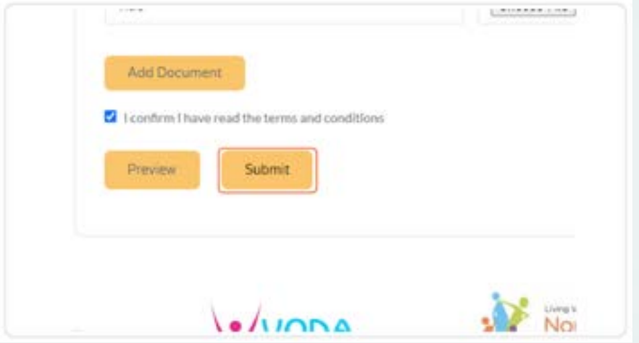
STEP 14

Check I confirm I have read the terms and conditions



STEP 15

Click on Submit



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FAQ

Do I need to be a VODA member to register on the platform?

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

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.

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.

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.

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FAQ

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 adding custom information how often they repeats.

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THANK YOU FOR YOUR ATTENTION!