

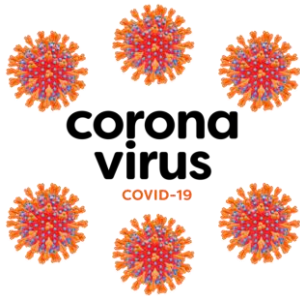


Dear everyone we support and/or your carers.



Whether we like it or not the world has changed.

Even before the pandemic we all had started to try to get better at being digital for example, using smart phones, emails or shopping online.



But the pandemic made us learn and do even more for example using Zoom, Teams, and Facebook.



The Action Group has spent lots of money giving out digital devices, such as mobiles, fitbits, iPads and laptops to many of you and I know lots of you have also bought your own digital devices.



We have also supported people to learn digital skills and our Digital Connections Project will do even more of this in 2022 and beyond.



I have had to get more digital as have all your staff and everyone who works in The Action Group.



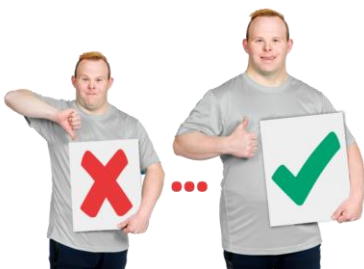
It is not always easy, but it is vital that we all get the chance to be as digital as we can or as digital as we need to be for our lives.



We have got a new system called ACCESS which you might have heard about or used when updating your support information on staff work phones.



I am delighted that you will be able to be involved with ACCESS so that your information is available for you to see.



Our old system, called Carista, did not allow you to see your information. ACCESS is a big improvement.



Like everything , it will not be perfect and like lots of new things it might feel hard at first to use. That is okay, as we are here to help.



The thing about Digital systems, like ACCESS, is that you can be involved as little or as much as you like and you can take the time you need to get used to it.



We are all on this digital journey together and The Action Group's job is to make sure you get the time and support you need, so that digital works for you.

Enjoy your ACCESS journey....



Yours sincerely,

A handwritten signature in black ink, which appears to read "Linda Tuthill".

Linda Tuthill - CEO

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