Good afternoon,

As we approach the end of the year we wanted to make contact with you to thank you for your support this year and to wish you season's greetings.

2021 is fast approaching and we hope that is spells a better time for us all with renewed hope and a return to normality as the year progresses.

2020 has been a year of challenges and as restrictions have prevented many of our usual activities, lots of us have turned to using more digital tools in our everyday lives, whether that be shopping online, video calling friends and family along with many other online activities.

We accept however that there are members of our communities who do not have internet access and may be disadvantaged as a result.

We are keen to understand the skills and use of digital technologies in North Lincolnshire and have devised a short survey to help aid understanding and knowledge around any barriers there may be. This will help us devise ways of tackling these barriers and support all people in North Lincolnshire to access online services.

We would like to invite you to participate in this survey. You can access it here:

<http://www.northlincs.gov.uk/digital-skills-survey>

We would like to gather as many views as possible and will be engaging in conversations with members of the public in a range of settings to ensure we collect a broad range of opinions. The survey will run until the end of January 2021.

We would welcome your support with this and to that end would like to ask if you would be able to help gather responses from friends and family members also, including those who do not currently have internet access?

If so, please do forward the link to the survey to anybody you think would be interested in responding. We are also happy to send out paper copies with prepaid return envelopes to anybody who does not have internet access that might be interested in participating.

In anticipation of your continuing support thank you again and please do contact us either via email [residentspanel@northlincs.gov.uk](mailto:residentspanel@northlincs.gov.uk) or via telephone on 01724 297000 if you would like to discuss further.