

# How you use the kiosks

---

- Services of the local Council are always available on the first screen.
- So in South Tyneside the first screen looks like this....



South Tyneside

A to Z of Services



My Councillor



Council Feedback



Send me a Form



What's On



Council Jobs



Have you ever visited your local council's website?



Council Poll

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services

Latest News...

New road layout for South End of Tyne Bridge...

Touch this button to find out more...



PUBS HOTELS SHOPS  
RESTAURANTS BARS  
FLORISTS POST OFFICE  
BANKS CHEMISTS  
TRAVEL AGENTS



**THOMSON Local.com™**  
Find your nearest...




Touch here for travel news...




**JOBS**

brought to you by worktrain

Touch here to search...




---

# And in Newcastle....


 A to Z of Services

 My Councillors

 Council Feedback

 Send me a form

 Envirocall

 Local information

**Have you ever visited your local council's website?**

 i-Poll Vote! 

Touch here  
to see what's going on,  
and find out more  
about your area...

**Open:tyne&wear** local services

*Latest News...*

**New road layout for South End of Tyne Bridge...** 

*Touch this button to find out more...*

Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities.



Touch here to search... 

A to Z of Services

My Councillors

Council Feedback

Send me a form

Envirocall

Local information

Have you ever visited your local council's website?

i-Poll

Vote!

Touch here to find out what's going on, and find out more about your area...



Open:tyne&w... services

Latest News...

New road layout for South of Tyne Bridge...

Touch this button to find out more...



Your easy-find local directory



Touch here to search...



Touch here for travel news...



400,000 jobs and 500,000 learning opportunities.



Touch here to search...





## A-Z of services



All Council Services are listed alphabetically and can be found by clicking the relevant initial letter from the list below.

- A
- B
- C
- D
- E
- F
- G
- H
- I
- J
- K
- L
- M
- N
- O
- P
- Q
- R
- S
- T
- U
- V
- W
- X
- Y
- Z
- 0-9

- Abandoned Vehicles
- Abnormal Loads
- Access for Disabled People
- Acupuncture
- Adaptations and Equipment
- Adobe Acrobat Reader download
- Adoption
- Adoption of Roads
- Adult Education
- Advice and Support Workers



A to Z of Services

My Councillors

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Send me a form

Envirocall

Local information

Have you ever visited your local council's website?

i-Poll

Vote!

Touch here to see what's going on, and find out more about your area...



Local services

Latest News...

New road layout for Tyne Bridge...

Touch this button to find out more...



Your easy-find local directory



Touch here to search...



Touch here for travel news...



400,000 jobs and 500,000 learning opportunities.



Touch here to search...



## My Councillor



Please select one of the wards listed below.



Walker

Walkergate

West City

Westerhope



Wingrove



### Dave Wood

51 Borrowdale Avenue  
Walkerdene  
Newcastle upon Tyne

NE6 4HL

Telephone: 0191 263 0017

**Dave Wood**  
Labour



### George Douglas

12 Palmerston Avenue  
Walkergate  
Newcastle upon Tyne

NE6 4RD

Telephone: 0191 265 7349

**George Douglas**  
Labour



### John Cunningham

83 Eastbourne Avenue  
Newcastle upon Tyne

NE6 4DT

Telephone: 0191 263 7747

**John Cunningham**  
Labour





A to Z of Services

My Councillors

Council Feedback

Send me a form

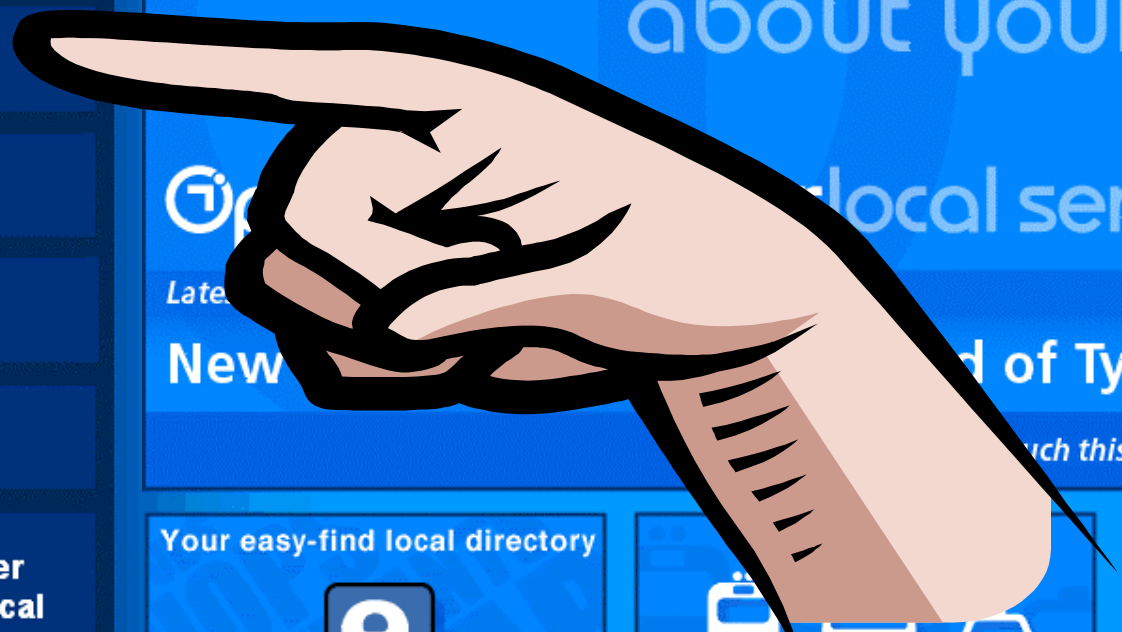
Envirocall

Local information

Have you ever visited your local council's website?

i-Poll Vote!

Touch here to see what's going on, and find out more about your area...



Local services

New... of Tyne Bridge...

Touch this button to find out more...

Your easy-find local directory



Touch here to search...

Touch here for travel news...

400,000 jobs and 500,000 learning opportunities.



Touch here to search...



No message containing offensive language or of an offensive nature will be sent to the council from this i-plus point.

Your name...

|

Next

Subject...

Next

Message...



Next

500 Characters left



Send



A to Z of Services

My Councillors

Council Feedback

Send me a form

Envirocall

Local information

Have you ever visited your local council's website?

i-Poll

Vote!

Touch here to see what's going on, and find out more about your area...

...wear local services

Latest News

New South End of Tyne Bridge...

Touch this button to find out more...

Your easy



Touch here to search...

Touch here for travel news...

400,000 jobs and 500,000 learning opportunities.



Touch here to search...





## Applications for Blue Badges

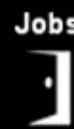
### Applications for Blue Badges

Close



Held in the CSC on behalf of Parking Control, EEC. Customers complete these forms if they wish to apply for a blue badge to enable them to park their car in disabled bays. Customers also need to supply 2 passport size photographs. If a customer is in receipt of Disability Living Allowance at the higher rate for mobility, proof should be provided. (If not, Parking Control will contact the GP) CSC staff will take payment of £2 if the criteria for qualification for a blue badge is satisfied. The forms are then passed to Parking Control who will send the badge in the post. If no payment is taken, the forms are again passed to Parking Control for investigation. Customers will then receive a letter informing them if their application has been successful, and requesting them to pay £2 before the badge is issued.

Send



A to Z of Services

My Councillors

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Local information

Have you ever visited your local council's website? i-Poll Vote!

Touch here to see what's going on, and find out more about your area... Open:tyne&wear local services



Touch here to search... e-street.com

Touch here to search...

worktrain 400,000 jobs and 500,000 learning opportunities. Touch here to search...



Caring for your street – help us to help you – use this form to let us know about problems in the street. The form will be acknowledged promptly. Contact your area housing office to report on housing estates or council street properties.

- Bin collection
- Bulky article collection
- Litter and street cleaning
- Street lighting
- Pest control
- Grass cutting
- Trees
- Gritting and snow clearance




Next



 A to Z of Services

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 Local information

**Have you ever visited your local council's website?**

i-Poll  Vote! 

Touch here to see what's going on, and find out more about your area...

**Open:tyne&wear** local services

Latest News...

**New road layout for South End of Tyne Bridge...** 

*Touch this button to find out more...*

Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities.

**worktrain**

Touch here to search... 

A to Z of Services

My Councillors

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Send me a form

Envirocall

Local information

Have you ever visited your local council's website? i-Poll Vote!

Touch here to see what's going on, and find out more about your area... Open:tyne&wear local services Latest News... New road layout for S... out more...


Your easy-find local dire... 400,000 jobs and 500,000 learning opportunities. worktrain Touch here to search...





 A to Z of Services

 My Councillors

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 Local information

**Have you ever visited your local council's website?**  
  
i-Poll Vote! 

Touch here to see what's going on, and find out more about your area...

**Open:tyne&wearlocal**

Latest News...  
**New road layout for South End o**

*Touch this button to find out more*



Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning o

**worktrain**

Touch here to search... 

---

'Open:tyne&wear' is selected using a new button in the Cityspace menu or the main attractor panel on the first screen.

It offers a menu of public services with plenty space for adding other services in the future

Open:tyne&wear local services

*Touch here to find out more...*



Open:tyne&wear tourism

*Touch here to see what's going on...*





Open:tyne&wear local services

Touch here to find out more...



Tourism

Touch here to see



about Open

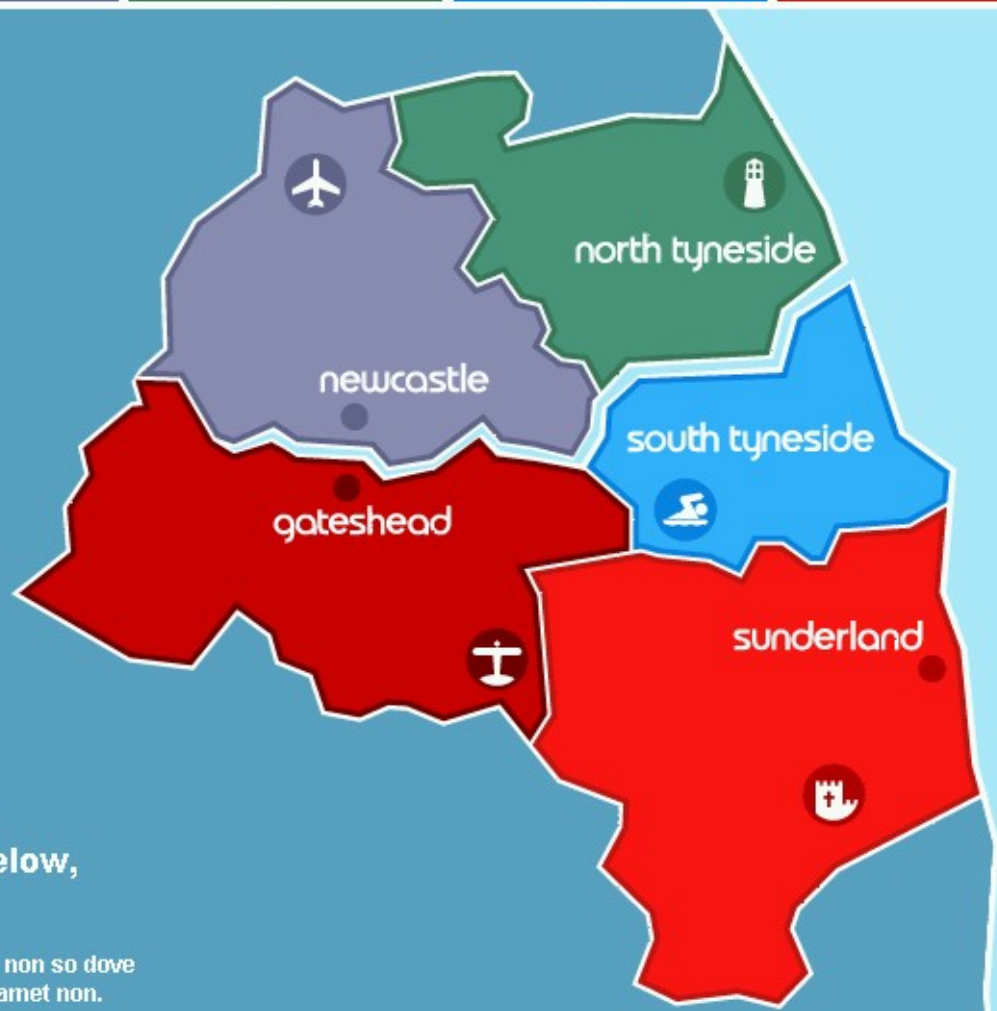
gateshead

newcastle

north tyneside

south tyneside

sunderland



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

3 44 pm | 18th November

- Open
- Tourism
- Travel
- Jobs
- News
- Fun
- Advice
- Freemail
- Weather
- Mail us

about Open

- newcastle
- north tyneside
- south tyneside
- sunderland



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south tyneside

sunderland

A to Z of Services 

My Councillor 

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Send me a Form 

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Health 

about Open



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Health 

about Open



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Council services are provided by linking to kiosk services already developed by each Council

## My Councillor



Please select one of the wards listed below.



Walker

Walkergate

West City

Westerhope



Wingrove



### Dave Wood

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Telephone: 0191 263 0017

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**George Douglas**  
Labour



### John Cunningham

83 Eastbourne Avenue  
Newcastle upon Tyne

NE6 4DT

Telephone: 0191 263 7747

**John Cunningham**  
Labour



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You can also access services  
from other councils

about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

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3 44 pm | 18th November

- Open
- Tourism
- Travel
- Jobs
- News
- Fun
- Advice
- Freemail
- Weather
- Mail us

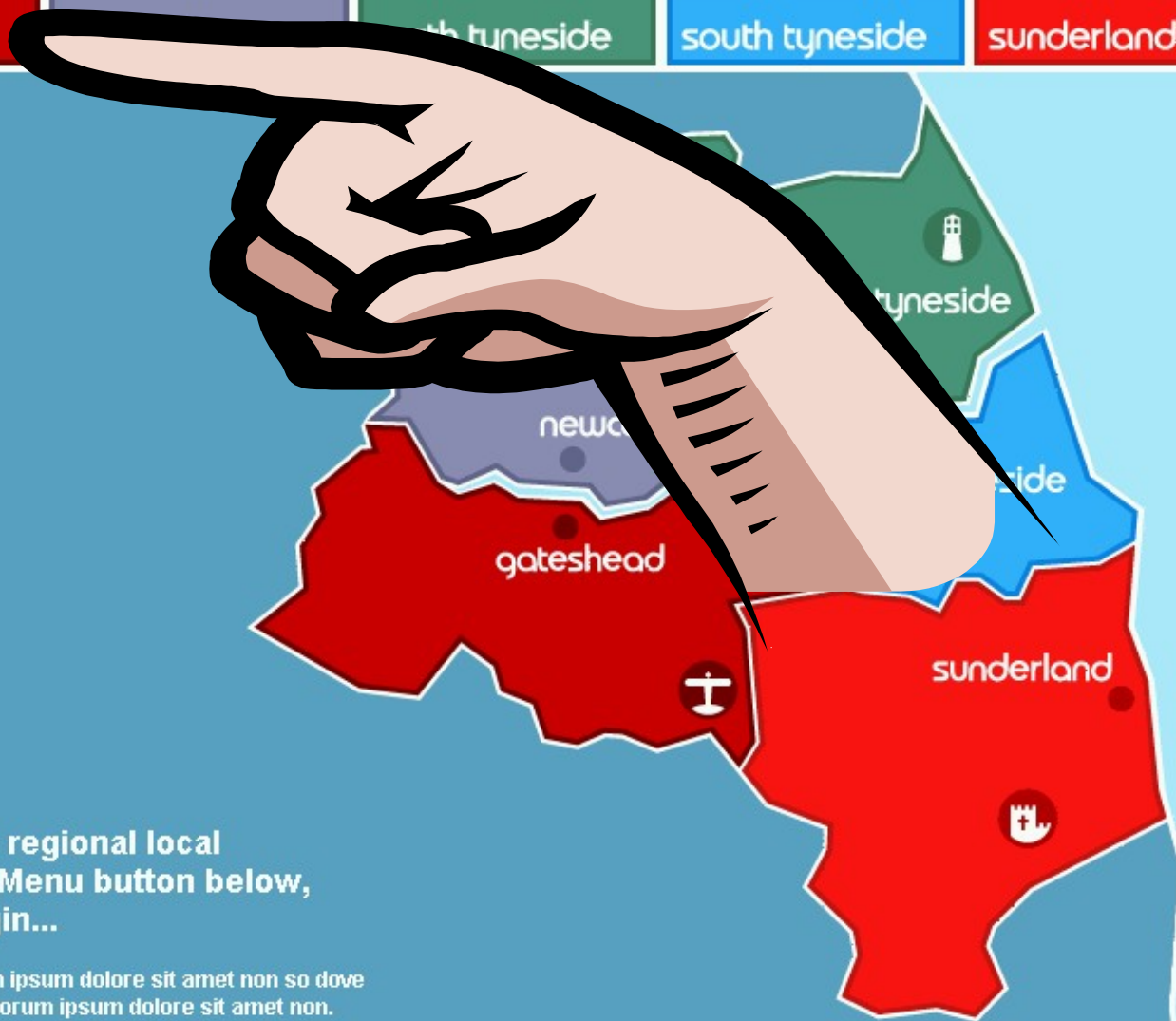
about Open

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th tyneside

south tyneside

sunderland



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3 44 pm | 18th November



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A to Z of Services 

My Councillor 

Feedback 

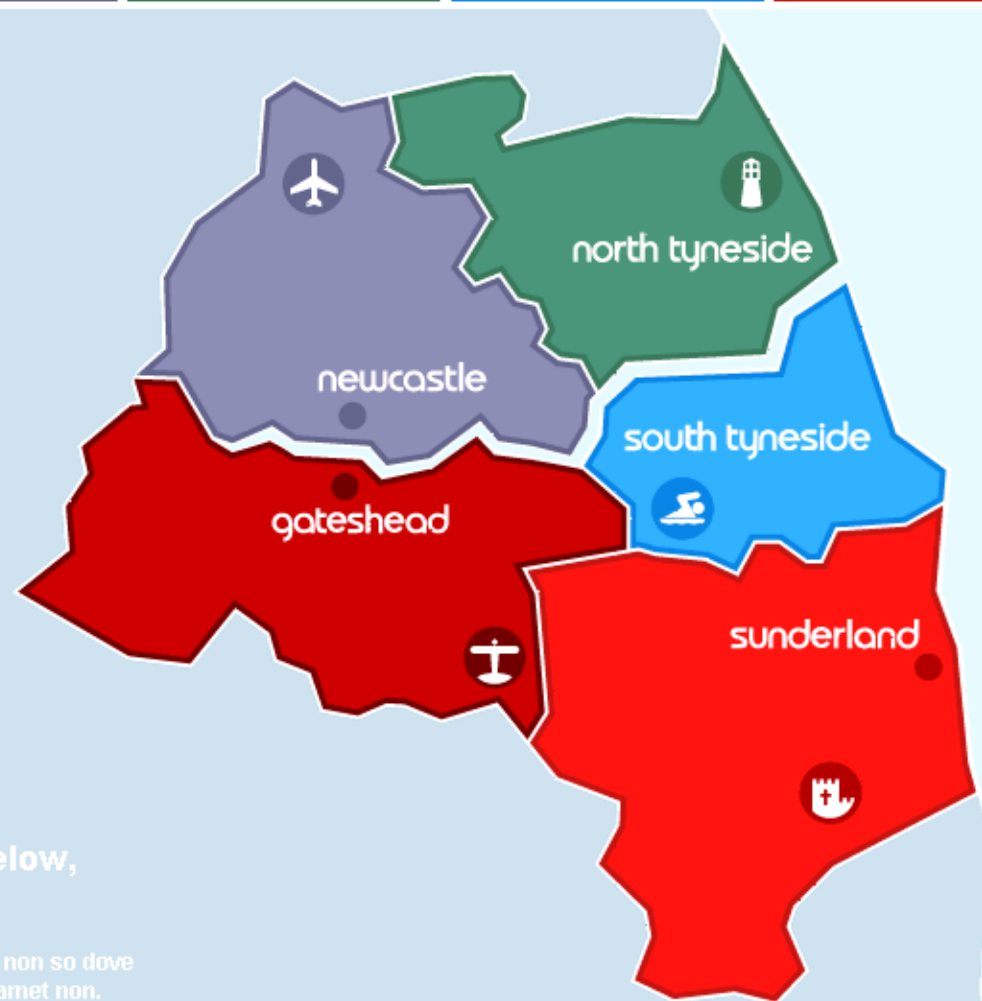
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about Open



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about Open



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

Whats On

Regular Events

Venues

Societies and Organisations

Welcome to Gateshead Council's What's On listings. Here you can find out what's on in YOUR area, whether it's ballet in Blaydon or rock in Ryton. Our comprehensive listing of societies and organisations in Gateshead is also available.


 Search by **type of event**


 Search by **venue**

 What's on today?

 Search by **area**

 Search by **date**

 What's on **this week?**

 What's on **this month?**





---

Tourist information can be accessed direct from the tourist information menu button.

A to Z of Services

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Local information

Have you ever visited your local council's website? i-Poll Vote!

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services

Latest News...

New road layout for South...

Your easy-find local directory e-street.com Touch here to search...

Touch here to search... news... Touch here to search...

worktrain Touch here to search...



---

The Tourism menu enables users to select services pulled together from across the area or in a particular Council area.

Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Touch 'regional' for tourist information for all of Tyne and Wear. Touch the map or a location name to see tourist information for that area.

Open menu

regional

gateshead

newcastle

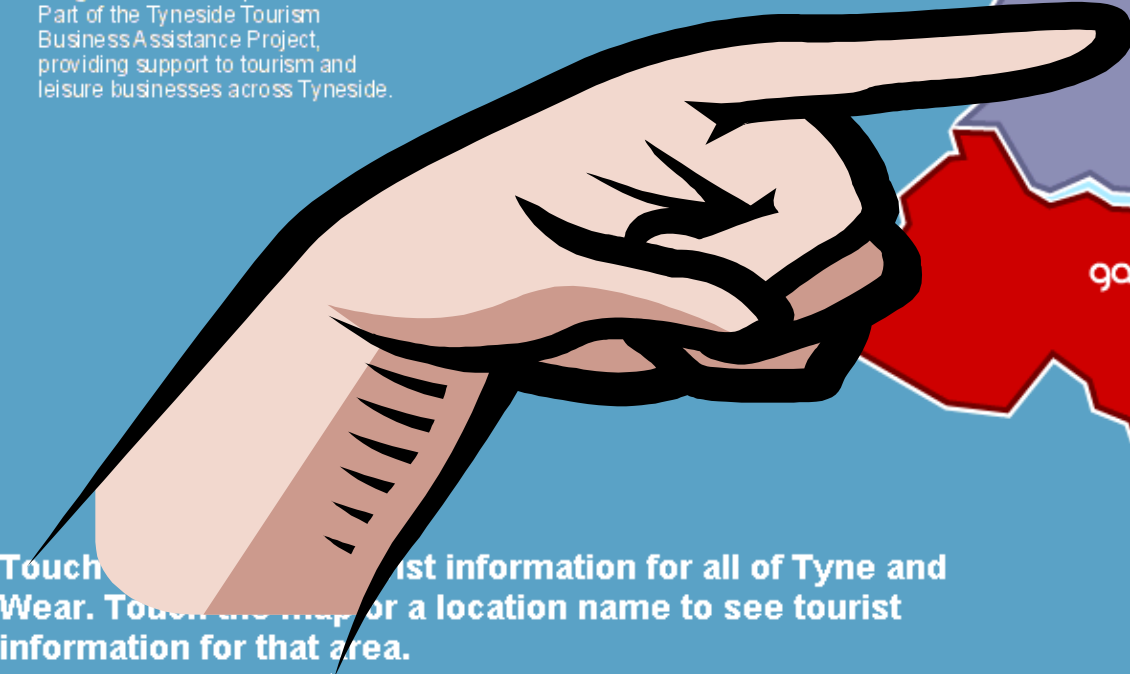
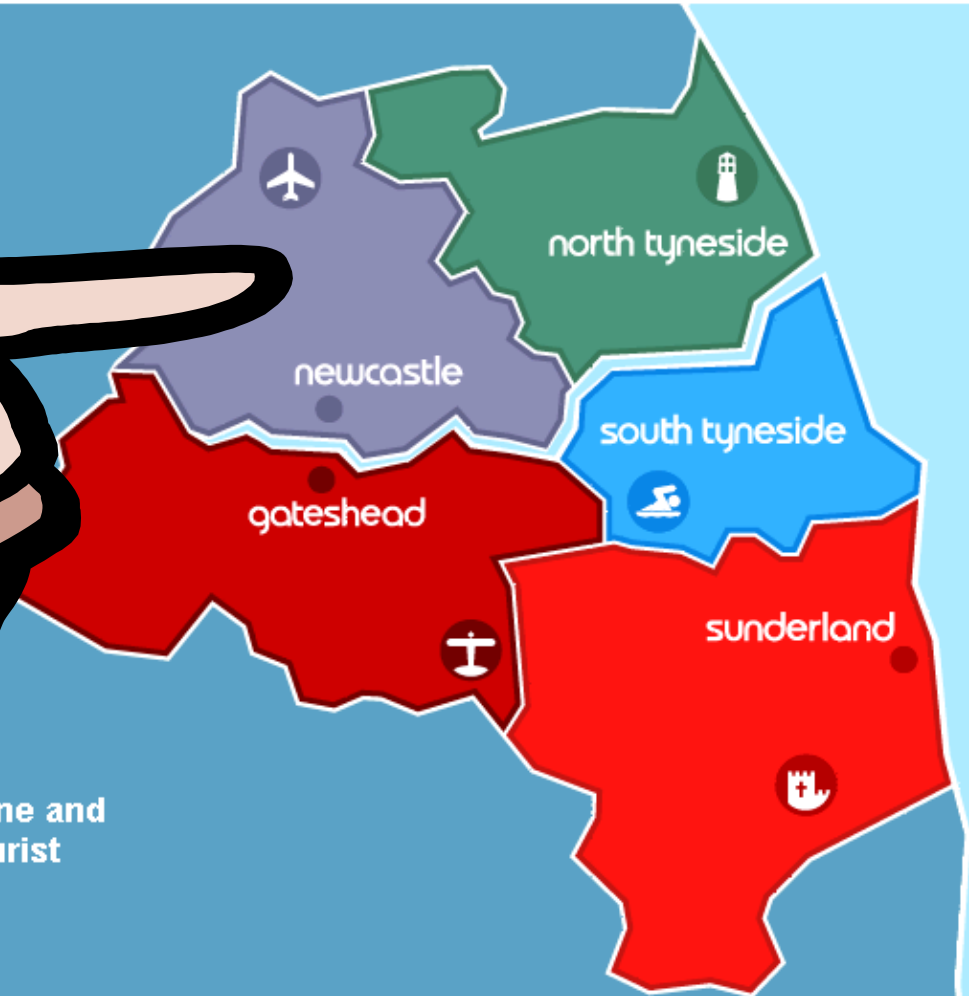
north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Touch the menu for most information for all of Tyne and Wear. Touch the map for a location name to see tourist information for that area.

Open menu

regional

**gateshead**

newcastle

north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.

- Where to Stay
- What's On
- Nightlife
- Eating Out
- Attractions



---

You can also access tourism information for any other council area

Open menu

regional

gateshead

newcastle

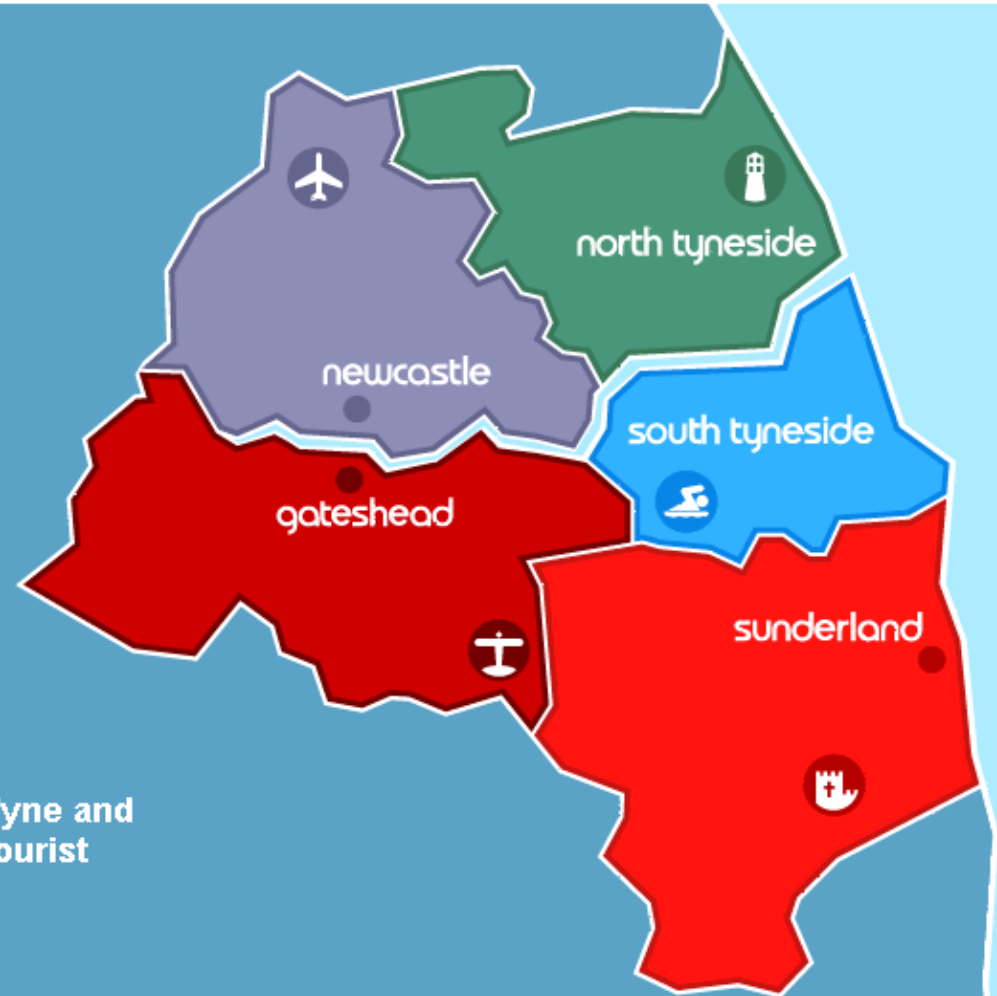
north tyneside

south tyneside

sunderland



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Open menu

regional

gateshead

newcastle

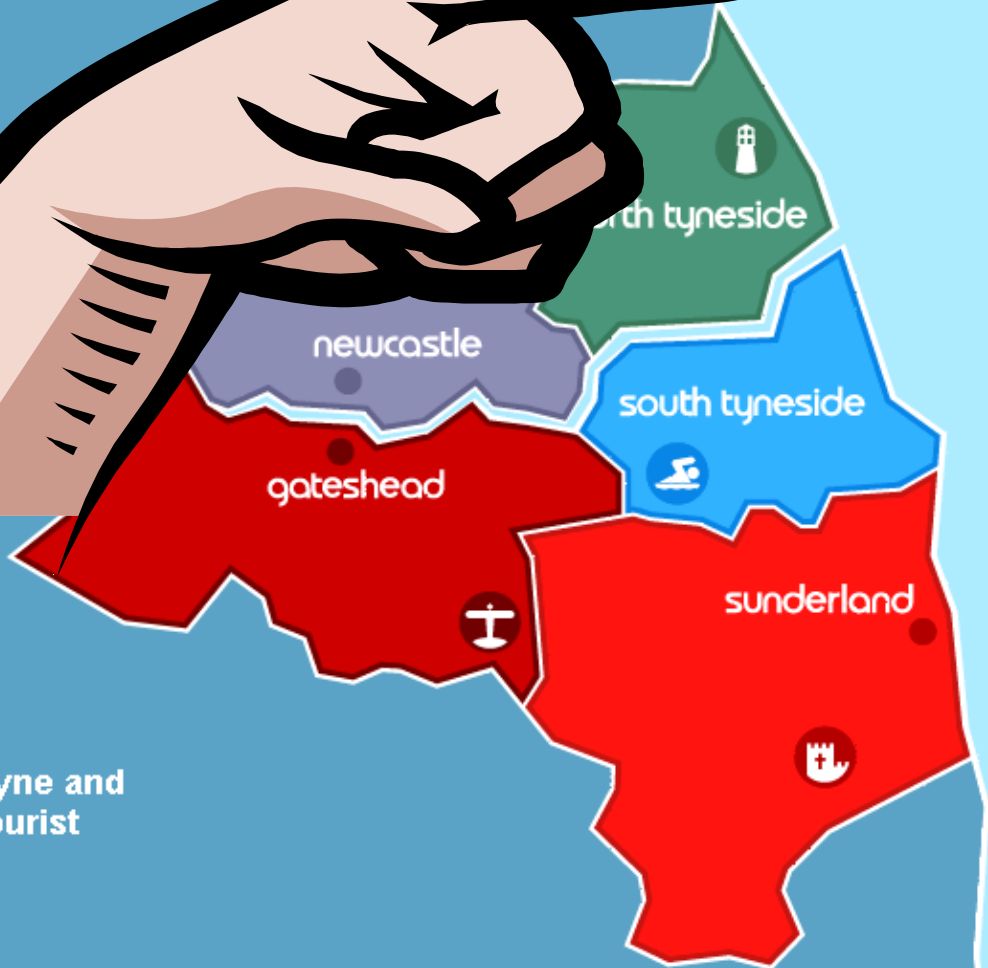
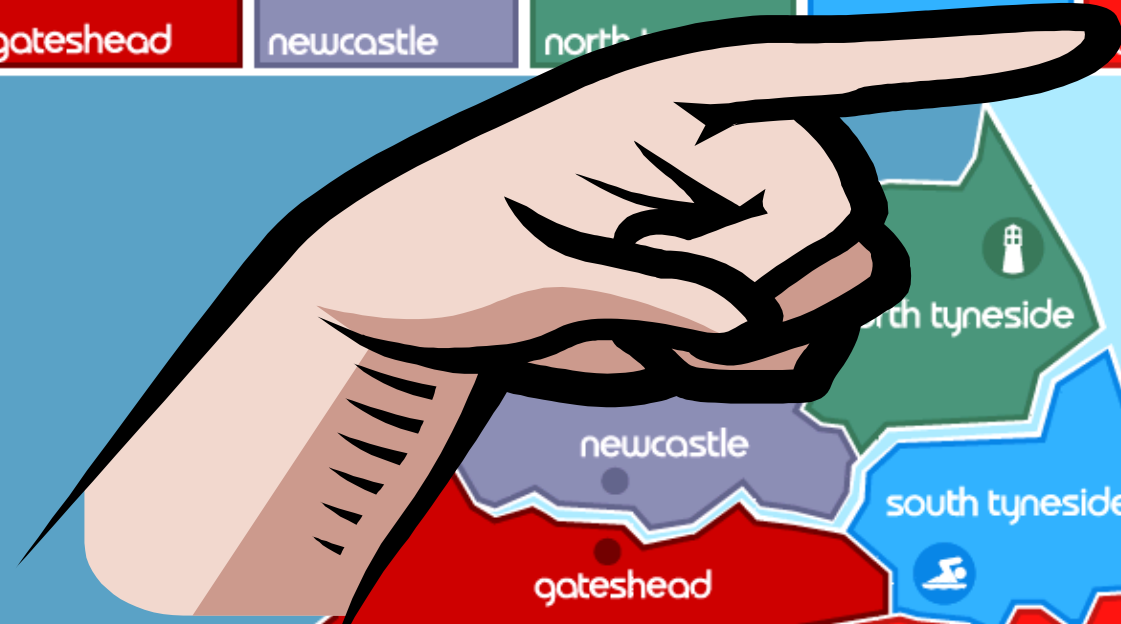
north tyne

south tyne

sunderland



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Open menu

regional

**gateshead**

newcastle

north tyneside

south tyneside

**sunderland**



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside



Where to Stay

What's On

Nightlife

Eating Out

Attractions

3 44 pm | 18th November

Open



Tourism



Travel



Jobs



News



Fun



Advice



Freemail



Weather



Mail us



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newcastle

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south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Where to Stay

What's On

Nightlife

Eating Out

Attractions



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north tyneside

south tyneside

sunderland

## Attractions

Looking for something of interest?

Step 1 : Select type of attraction

Step 2 : Select facilities

### Type of Attraction

- Any Attraction
- Architecture, Heritage and Monuments
- Cinema and Entertainment
- Family Fun
- Parks and Gardens
- Shopping
- Sport and Recreation



Next



Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

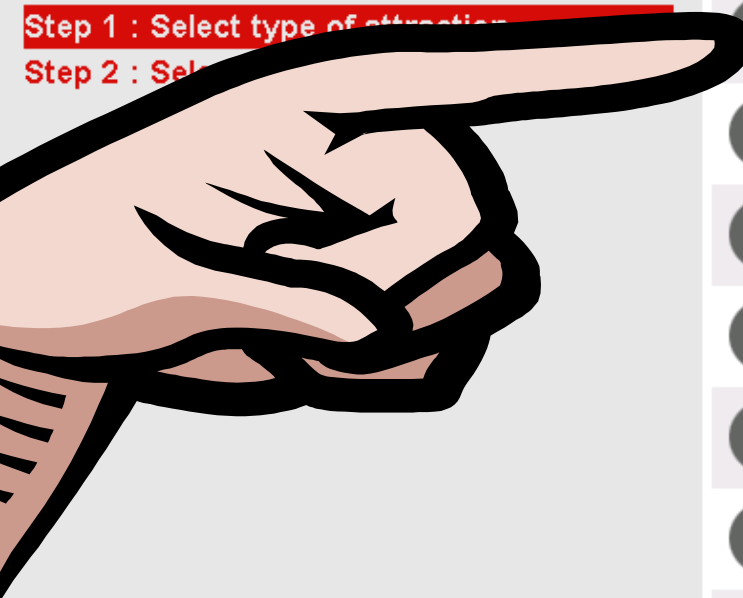
sunderland

## Attractions

Looking for something of interest?

Step 1 : Select type of attraction

Step 2 : Select location



### Type of Attraction

- Any Attraction
- Architecture, Heritage and Monuments
- Cinema and Entertainment
- Family Fun
- Parks and Gardens
- Shopping
- Sport and Recreation



Next



Open menu

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## Attractions

- Fulwell Windmill
- Hylton Castle
- Penshaw Monument
- Ryhope Engines Museum

New Search

Next



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sunderland

## Attractions



- Fulwell Windmill
- Hylton Castle
- Penshaw Monument
- Ryhope Engines Museum

New Search

Next



Open menu

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south tyneside

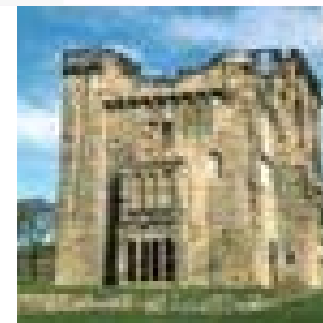
sunderland

## Attractions

### Hylton Castle

Address: Craigavon Road, Sunderland,

Telephone: 0191 548 0152



Hylton Castle is a superb early 15th Century castle, built by William de Hylton about 1400. It is in the shape of an enormous gatehouse or rectangular tower, and was designed for comfort rather than defence. The Hylton estates were eventually ruined by the combination of a disastrous will made by an eccentric Baron Hylton in 1600, and by support for the royalist cause in the Civil War. There is a fine array of medieval heraldry, particularly on the west front and east face, and on the nearby St. Catherine's chapel. Interesting details include stone carved shields bearing devices of local noble families. Hylton is reputed to be haunted by the Cauld Lad of Hylton,

Back

How to get here

Print





# Connexions

**Connexions Centres**

Touch a name for opening times and full address

- gateshead** Interchange Centre, West Street, Gateshead
- newcastle** 2 Eldon Court, Percy Street, Newcastle
- north tyneside** 1 - 4 Russell Street, North Shields  
Wooley Street, Wallsend
- south tyneside** Community Centre, Ocean Road, South Shields
- sunderland** Library Building, 30 Fawcett Street, Sunderland  
The Galleries, Town Centre, Washington  
66 Newbottle Street, Houghton-le-Spring

11:15 am | 17th January

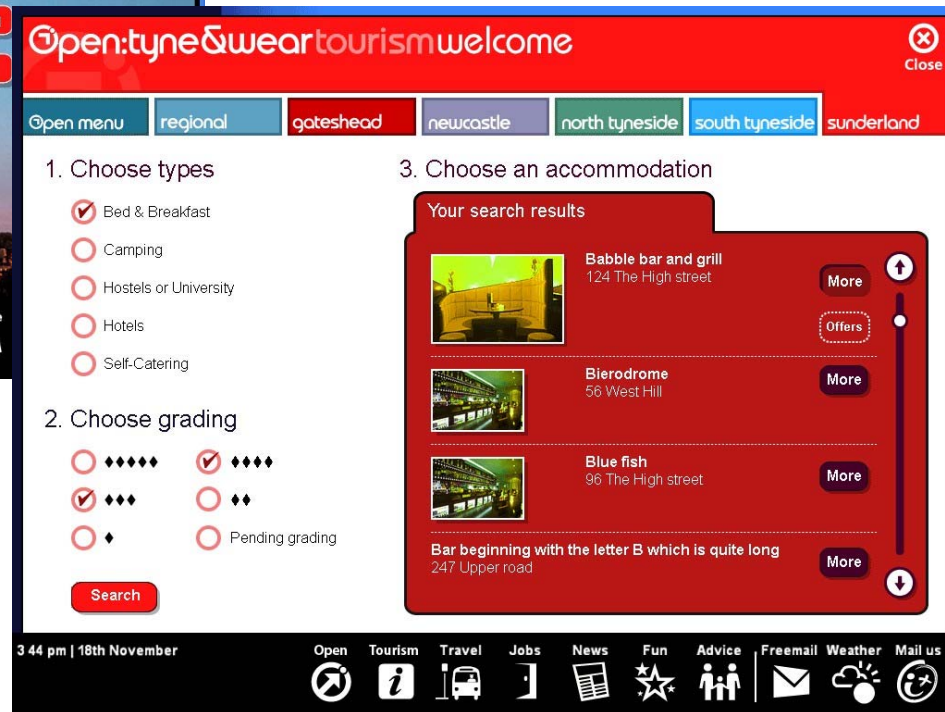
**North Tyneside Connexions Centres**

Freephone 0800 073 8700 to make an appointment or call in during the times shown below

<p>Wooley Street Wallsend NE28 6HB</p> <p>Tel: 0191 490 1717</p> <p>Monday 1:30pm - 5:30pm Tuesday Closed Wednesday 1:30pm - 5:30pm Thursday Closed Friday 1:30pm - 5:30pm Saturday Closed Sunday Closed</p>	<p>1-4 Russell Street North Shields NE29 0JB</p> <p>Tel: 0191 490 1717</p> <p>Monday 9:30am - 5:30pm Tuesday 9:30am - 5:30pm Wednesday 9:30am - 5:30pm Thursday 9:30am - 5:30pm Friday 9:30am - 5:30pm Saturday 10:00am - 3:00pm Sunday Closed</p>
--	--

11 16 am | 17th January

# We're planning to upgrade the Tourism services soon



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# Services and information from Cityspace supplement the Council content

# News



# Jobs

The screenshot shows the 'worktrain' website. At the top left is the 'worktrain' logo. Below it, a dark box contains the text: 'Has around 400,000 jobs and 500,000 learning opportunities.' A vertical navigation menu on the left lists five steps: 1 Job types (highlighted in green), 2 Define job types, 3 Job titles, 4 Hours, location & contract, and 5 Job list. Below the menu are four buttons: 'About worktrain', 'Give us feedback', 'Local Jobcentre Plus', and 'Find local childcare'. The main content area features a grid of job categories. At the top of this area is a white box with the instruction: 'Select 'one' of the boxes below. Then go to 'Step 2'.', with a 'Close' button to its right. The grid contains the following categories: Administrative, Legal & Financial; Armed Forces, Emergency Services; Art, Design, Media; Building & Construction; Catering, Leisure, Tourism; Farming, Forestry & Mining; Health & Care; Information & Communications Technology; Managerial & Professional; Retail, Sales & Customer Services; and Transport & Manufacturing. At the bottom of the page is a navigation bar with icons for Tourism, Travel, Jobs, News, Fun, and Advice, along with the time '5:30 pm | 23th October'.

The screenshot shows the 'jobs go public' website. On the left is a map of the United Kingdom divided into colored regions. On the right, the text reads: 'Welcome to the JobsGoPublic Regional Job Councils. Please select the area in which you wish to search for job vacancies.' The website has a green header and footer. The footer contains a navigation bar with icons for Tourism, Travel, Jobs, News, Fun, Advice, Personal, Business, and Sign up, along with the time '5:30 pm | 23th October'.

# Advice

Warning: In Crimestoppers where you can share more about an investigation or case.

Enter information to the responsibility of the advice necessary and just the product. With your help, we can reduce crime, and make our streets a safer place.

**CRIMESTOPPERS**  
0800 555 111

What happens when you make a call to Crimestoppers?

- 1 If you have information about any criminal activity, including shoplifting, fraud, murder or burglary, call Crimestoppers on 0800 555 111. This is a freephone number.
- 2 Your call is transferred to the closest Crimestoppers call centre, where an operator will take the relevant information. You will be given a unique code. You will not be required to give your name or to make a police report.
- 3 Your call remains anonymous. Information about you is used to help catch criminals and to solve crimes. You will be notified by a crown if you are still the subject of an investigation. Your name and information are not to be given out to the police or any other authority.

6:30 pm | 17th February

**Link**

What happens when you make a call to Link?

- 1 Link is a freephone number.
- 2 Your call is transferred to the closest Link call centre, where an operator will take the relevant information. You will be given a unique code. You will not be required to give your name or to make a police report.
- 3 Your call remains anonymous. Information about you is used to help catch criminals and to solve crimes. You will be notified by a crown if you are still the subject of an investigation. Your name and information are not to be given out to the police or any other authority.

6:30 pm | 17th February

CALL OR PHONE 0500 700 700 FROM THE UK. ALL CALLS ARE CONFIDENTIAL

**100%** National Missing Persons Helpline

ARE YOU LOOKING?  
118,000 people are reported missing in the UK each year. This can mean a missing wife and child, a missing friend, a missing pet.

ARE YOU MISSING?  
National Missing Persons Helpline offers advice and support to the families of missing persons as well as advice on how to find out more about their cases.

WANT TO HELP US?  
The Helpline has also been involved in raising awareness of missing people, through radio and television interviews, and through the media.

National Missing Persons Helpline is a registered charity. Number: 2814617

11:37 am | 16th February

08457 023 468  
UK Domestic Violence Helpline  
Or visit our website: [www.ukdomesticviolence.org.uk](http://www.ukdomesticviolence.org.uk)

I feel worried or concerned about my own safety or the safety of others.

I feel threatened, scared and emotionally supported.

I have been physically, sexually or financially abused.

My partner has been violent or abusive.

My partner has been violent, threatened, or sexually abused.

If you have any questions or need more information, please call us on 08457 023 468.

6:18 pm | 17th February

# Travel

Newcastle City Council

Local information

A to Z of Services

Send me a form

Streetscene

Council Feedback

My Councillors

Have you ever visited your local council's website?

i-Poll Vote!

5:32 pm | 23th October

Tourism **Travel** Jobs News Fun Advice

**BBC Travel News**  
Fast, Accurate, Reliable, 24 hours a day

**Railways** **Roads**

The 13:30 First Great Western service from Swansea to London Paddington (due to arrive at 16:28) is **delayed** by 35 minutes.  
23/10/2002 14:30

The 14:33 First Great Western service from London Paddington to Plymouth (due to arrive at 18:14) is **delayed** by 25 minutes.  
23/10/2002 14:49

The 14:20 Midland Mainline service from Derby to London St Pancras (due to arrive at 16:35) is **delayed** by 19 minutes.  
23/10/2002 15:03

The 15:30 Midland Mainline service from London St Pancras to Derby (due to arrive at 17:46) is **delayed** by 36 minutes.  
23/10/2002 15:44

The 13:48 South West Trains service from Weymouth to London Waterloo (due to arrive at 16:31) is **delayed** by 15 minutes.  
23/10/2002 15:52

The 16:15 South West Trains service from London Waterloo to Portsmouth Harbour (due to arrive at 18:15) has been **cancelled**.  
23/10/2002 16:24

Travel Guide

Welcome Train Departures Journey Planner Service Stopovers **Taxi Finder** Contact us

**Taxi Finder**

Agua Cars Ltd  
151 Somers Rd  
PO5 4PT  
023 9291 8123  
Distance: 589m

5:32 pm | 23th Oct

Local Info Travel Jobs Advice Fun News Weather eMail About

# Mapping





# Nights Out

**PLUS Nights Out**

Events Venues Offers

1. Choose a view

View by letter: [A-Z] | View by category

2. Choose a venue

Venues starting with T

- Theatre Jazz Cafe Bar
- The Art Bar
- The Bookshop
- The Comedy Bar at The Hat & Chicken
- The Dancer
- The Club
- The Crown

To promote your business at an event please email [open@open@tyneandwear.com](mailto:open@open@tyneandwear.com)

Local Travel Jobs News Fun Advice Financial Weather More

# Send free Email / Postcards / Video Messages



# Send free Email / Postcards / Video Messages

The image shows a screenshot of a web application for sending ePostcards. The interface is divided into two main panels. The left panel, titled "ePostcards", features a red button labeled "Send a freecard" and a grid of 12 small images for selection. Below the grid, there are navigation links for "Tourism", "Travel", "Jobs", "News", and "Fun". The right panel, also titled "ePostcards", contains a form to "Send a freecard". The form includes fields for "To:", "From:", and "Subject:", and a larger "Message:" field. A "CANCEL" button is positioned to the right of the message field. Below the form, a keyboard is visible, showing the "Chars Left: 400" status.

**ePostcards** Close

Send a **freecard**

Click on one of the pictures below to select your card image...

**ePostcards** Close

Send a **freecard**

Fill in the To, From, Subject and Message boxes and press Continue...

To:

From:

Subject:

Message:

Chars Left: 400

CANCEL

CONTINUE

5:05 pm | 5th November

Tourism Travel Jobs News Fun

www. ← → Space @ ↓ ↑ .co.uk .com

# Games



# Creating Accessible Services via Portals

- Background
- Vision
- Organisation & Implementation
- Current Position
- Kiosks
  - Overview
  - Using Kiosks
- DigiTV Overview
- Promotion & Usage
- Next Steps
- Summary & Contact Details