

# Age UK Cornwall & Isles of Scilly

## The Cornwall Link

### An exciting website for Cornwall



## What is the Cornwall Link?

The Cornwall Link is an online portal where you can find information on a wide range of services, community groups and organisations in Cornwall and the Isles of Scilly. Our aim is to provide individuals, families, carers, volunteers and healthcare professionals with access to services and community based activities that will reduce social isolation and improve health and wellbeing.

This platform has been designed in collaboration with Age UK Cornwall staff, volunteers, our clients, GP's and our supporting partners, including: Cornwall Neighbourhoods for Change, NHS Kernow, Cornwall Rural Community Charity and the Eden project.



The Cornwall Link complements our successful telephone Helpline service, incorporating knowledge learnt from all our projects. Just think, individuals in Cornwall & The Isles of Scilly now have a 24/7 directory that can connect them intelligently to a wide menu of activities, groups & services. Below are some of the smart features that The Cornwall Link can offer:

- ✓ Intelligent filters that refine your search by location, support needs, interests or health conditions etc.
- ✓ The chance to create and save a "favourites" list – like a social prescription, which is shareable & printable for any need.

- ✓ The ability to submit or create activities, groups and support services that might be useful to your community.
- ✓ Access a host of volunteering options, enabling community groups to post volunteering opportunities.
- ✓ Search the community link directory for a range of support services and social activities.
- ✓ Stories and shared knowledge from others in the community.
- ✓ Host beautiful images & videos; making searching for things a much more friendly and personalised experience.

## Our Vision for the Future?

Not only is this portal an ideal tool for us, it also has great benefits for GPs, receptionists, health professionals and volunteers in the community.

Our vision for Cornwall Link is to become a hub for social connection and community exchange. A place where people from across Cornwall and the Isles of Scilly can find what they need in the community, or offer help and support to others.



### .....and this is just the start!

As you know, at Age UK Cornwall and the Isles of Scilly, we think big, we create services that are innovative and solve problems that others may not even be aware of. You will not be surprised that we intend to build upon this portal to make it even more interactive, user-friendly and solution-focussed.

Our '**Guided Conversation**' is a fantastic resource, currently used with great success by the Helpline, Day Centres, Integrated care teams and Service Consultants. We would like more people to be able to benefit from using and learning how to facilitate this person-centred approach.

Our next step for the portal is to enhance our '**Not sure what you're looking for**' form, currently linking through to the Helpline, into an intelligent online function. It will be able to, with the facilitative support of a link worker, digitally guide someone through a holistic conversation. Based on answers to this, easy-to-use, online questionnaire, the platform will be able to generate suggestions of appropriate activities.

Between now and the end of February 2018, Emily Downs will be co-ordinating focus groups to look at the wording of the Guided Conversation and how we might want to improve or change it, based on an individual experience of what works and what doesn't.

If you would like to be involved contact Emily Downs: [emily.downs@ageukcornwall.org.uk](mailto:emily.downs@ageukcornwall.org.uk)

### Making it bigger & better!

Digital solutions are a key topic in conversations around health and wellbeing, holding the potential to provide sustainable answers to those who need support.

These are just some of the ideas we have for development:

- **Skills/Community Exchange:** Working on the principle that everybody has something to offer and every community has a need.
- **Transport Mapping:** An interactive map outlining transport availability and where to find it.
- **Corporate networking:** Connecting businesses and the communities they serve. Supporting local groups through sponsorship and/or donations of money, time or equipment.

To bring the whole programme together we envisage a network of Navigator roles to support access for even the least tech-savvy members of the population and maintain that all-important human aspect.

At present, progress with these ideas is hindered only by resource & capacity. However, we have significant interest from several potential funders and are always on the look-out for bids that can support us in our wider vision.

If you become aware of any new funding opportunities or have any feedback, please contact us below:

### Contact Us:

Email - [cornwall-link@ageukcornwall.org.uk](mailto:cornwall-link@ageukcornwall.org.uk)

or

Call Lee Davies on **01872 266383** to find out more

*The Cornwall Link & Scilly Link went live on 4th December 2017.*

[www.cornwall-link.co.uk](http://www.cornwall-link.co.uk)

[www.scillylink.co.uk](http://www.scillylink.co.uk)