

PENNA 2024



Walsall  
**Connected**



2022

Walsall Connected established in June



Walsall Connected is a successful collaboration between Walsall Council, Community Partner Organisations and Walsall Healthcare NHS Trust.

2021

Walsall Council's Customer Experience Strategy devised reflecting the Council's new ways of working.



2023

In July Walsall Manor Hospital officially integrated Walsall Connected into its onsite offer



Walsall Connected celebrates its second anniversary

# Walsall Connected

## **New thinking & Leadership**

A coalition of the Council, community organisations and health services lead this transformative journey.

## **Outcomes & Sustainability**

- 29 Walsall Connected centres symbolise the project's success
- Supports residents developing digital transferable skills and gaining digital confidence across all aspects of life.

## **Involvement & Inclusion**

The initiative thrives on the contributions of over 200 staff and volunteers, embracing a community perspective.

## **Transferability & Dissemination**

Designed for adaptability, Walsall Connected's model is a blueprint, promoting shared learning and continuous enhancement.



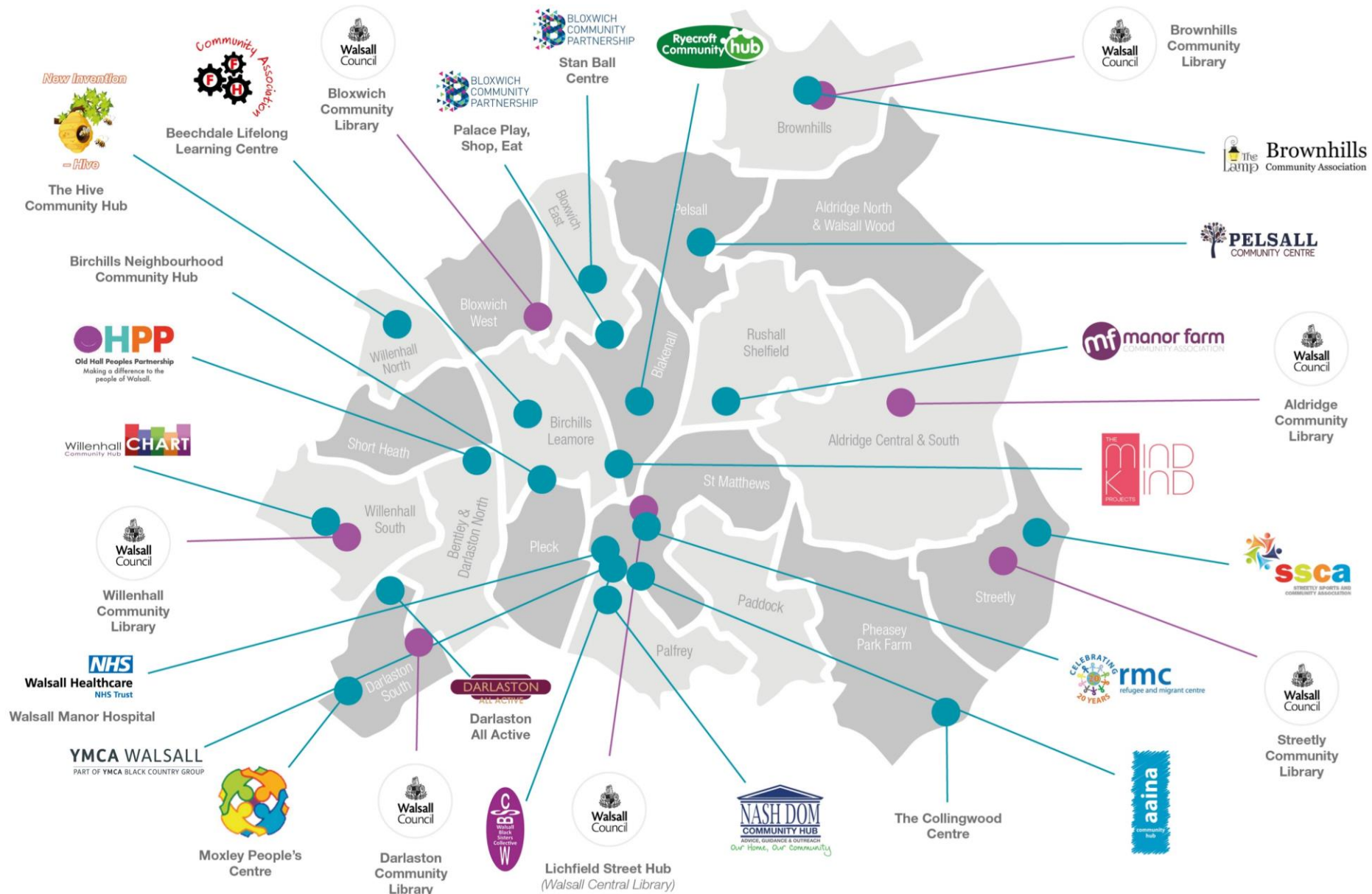
# Improving access to services

- **Easier and faster access** and management of day-to-day services and requests of Walsall Council
- **Community resilience** in online self-service interactions with upskilling
- **Transferable digital skills** to everyday activities e.g., the ability to use other online services such as online banking, job search sites, DWP and NHS
- **Attendance of community partner organisations and libraries**, and all the benefits that brings to Walsall residents
- **Access to further initiatives** as part of Walsall Connected





# Walsall Connected Map of Walsall Connected Centres



**Key**  
 Community Libraries ● Community Partners ●

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# Growth through collaboration



23 additional  
Community Link Centres

Since launch, Walsall Connected has significantly expanded beyond its initial phase. This growth trajectory included partnering the NHS. Since then, the initiative has not only sustained its expansion but has also grown its network to include 'Walsall Connected Community Link Centres'.

These centres serve as an extension of the main Walsall Connected centres, offering additional support. Their primary function is to act as a referral service, signposting residents to our main centres.

Walsall Connected Link Centres now include:



Goscote Greenacres



St John's Church  
Walsall Wood



Walsall Palliative Care



Street Teams



Romanian + Community Centre



Rivers Primary Academy



New Horizons Community Enterprise



Hands 2 Help You



Food Cycle



Ablewell Advice Walsall



Watmos Community Homes



Let's Chat Walsall Bus Station



The Thrive Bus



Be Well Walsall



Pelsall Village Centre



Pelsall Village School



The Thomas Project



Walsall Family Hubs



Midland Langar Seva Society



Residents R Us

# Examples of success



Walsall  
**Connected**



29 strategically situated centres providing support in the community



23,000+ residents have accessed face-to-face support at their local centre since launch



Walsall Manor Hospital has supported over 1000 residents since opening in 2023



2500+ residents registered as disabled have been supported through this service



91% of residents who accessed support received successful assistance during their initial contact



Walsall Council



# Walsall Connected at the Healthcare Island since launch

- ✓ 1,000+ residents have been supported at the healthcare island since launch
- ✓ 800+ residents supported now feel confident to complete processes independently
- ✓ Residents' satisfaction rates were outstanding, with 100% reporting good satisfaction or very high satisfaction with the service
- ✓ All respondents at the Healthcare Island would recommend Walsall Connected to family and friends
- ✓ 82% of residents gained online knowledge, skills, or understanding





# What our residents say about us...

"The people at the centre were so helpful. I'm not sure how you could improve on the service we were offered. It was first class"

"It's great to be able to get help and support from our local community centre. Also, the people who work there are understanding, friendly and very helpful"

"When I came into Manor Hospital for Walsall Connected I felt so down, going home now I feel happier and light."

"Without the help, I just would not have known what to do."

"Such a massive help to me. I tried to do the same thing yesterday but couldn't and now I know how to do it. Brilliant!"

"Very helpful and will tell my friends and family about the service."



97% Would recommend Walsall Connected to family and friends



70% feel they gained online knowledge, skills or understanding as a result of the visit



99% rated their experience of the service as 'Good' or 'Very good'



97% were 'Satisfied' or 'Very satisfied' with the way we dealt with what they came in for



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