

# Customer Service Charter

*'Growing a world  
class workforce'*



**Workforce Development Team**  
Adult Social Care



**Walsall Council**

Social Care & Inclusion

## What does the team do?

The team provides a comprehensive workforce development service which includes:

- Supporting the delivery of learning and development activity across the adult social care workforce including the PVI sector, Carers and PA's.
- Offering flexible learning and development options including distance learning and e-learning
- Advising and supporting managers in dealing with skill gaps and competence levels
- Providing learning and development opportunities in line with the expectations of CQC, Common Induction Standards and HCPC/PCF

## What can I expect from the team?

- A professional, positive, solution focused approach
- A team that benchmarks its practice against other local authorities
- That requests for assistance/advice will be dealt with by the dedicated contact for your area within 48 hours
- If requested, we will provide information in a range of different formats

## What does the team expect from me?

- To promptly respond to requests for information
- To ensure that any request for learning and development activities are clearly aligned to the business need
- To share and cascade information
- To share best practice and learning with colleagues
- To contact the team regarding learning and development needs/requirements
- To evidence impact on learning
- To ensure fairness and equity when sponsoring individuals on courses
- To consult with the team before committing the directorate learning and development budget

## What are our customer care values?

We will:

- Handle all requests promptly and provide an effective service that meets your needs
  - Maintain high accessibility and availability of the service including our IT systems
  - Be fair, courteous, helpful, and strive to go the extra mile to meet and/or exceed your expectations
  - Ensure that our people are professional, well trained and knowledgeable
  - Fully protect your privacy and treat any information held about you as confidential
-

## How can I comment on the service?

### Have we done a good job?

Then 'tell us'! We have forms available for people to make comments, suggestions for improvements or complaints.

These are available in all customer access points.

Or contact us directly...

## How can I contact you?

Write to us or visit us at:

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

### **Workforce Development Team – Adult Social Care**

Walsall Council,  
17A Council House,  
Lichfield Street,  
Walsall WS1 1DG

Our opening hours are:

8:45 to 17:15 Monday to Thursday

8:45 to 16:45 Friday

Telephone: 01922 655541

Email: [workforcedevelopment@walsall.gov.uk](mailto:workforcedevelopment@walsall.gov.uk)