

Customer Service Charter



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 Third Sector and other statutory agencies
- Advising and supporting managers in dealing with skills gaps and competence levels
- Formulating and disseminating relevant workforce development intelligence
- Working with training providers both internal and external to ensure that high quality learning interventions are delivered within budget and are effectively evaluated
- Ensuring that all people involved in programme interventions have the appropriate skills and knowledge
- Organising and developing high quality practice learning opportunities for social work students

What can I expect from the team?

- A professional, positive, solution focused approach
- A team that benchmarks its practice and activities against other local authorities
- Requests for assistance/advice will be processed promptly and every effort will be made to contact you within 2 working days of the request being made
- 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 requests for learning and development activities are clearly aligned to the business need
- To share and cascade information
- To consult with the team before seeking to commit the learning and development budget
- To ensure fairness and equity when sponsoring individuals on courses
- To engage the team in any negotiations with training providers

What are our customer care values?

We will:

- handle your request promptly
 - maintain high accessibility and availability of the service
 - provide an effective service that meets your needs and aligns to business priorities
 - be fair and courteous
 - be 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
 - ensure that your request is owned by the first person you contact
 - fully protect your privacy and treat any information held about you as confidential
 - strive to deliver best practice in all we do
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How can I comment on the service?

Have we done a good job?

Then 'Tell us'! We have a form on which you can make comments, suggest how we can improve services or make a complaint. These 'Tell Us' forms are available in all reception areas. If you prefer, contact us directly and we will send you one. If you have internet access, you can complete the form online at www.walsall.gov.uk/tellus/

How can I contact you?

Write to us or visit us at:

Workforce Development Team – Adult Social Care

Walsall Council,
3rd Floor Civic Centre,
Darwall Street,
Walsall.
WS1 1DG

Our opening hours are:

8:45 to 17:15 Monday to Thursday
8:45 to 16:45 Friday

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Web: www.walsallsocialcareworkforce.co.uk