

Workforce Development Communication Statement

Our stakeholders/partners are provided with information on all training courses across relevant qualifications, the All-Wales Induction Framework and those supporting continuous professional development.

This information is circulated by means of an annual training directory, (electronically) and via the Social Services Training database and Training Plan.

Additional training topics and further course dates are added throughout the year with information sent out via email as they become available. Applicants are notified of confirmation of their place(s) or when an application is unable to be approved.

The Directory and Training Plan are available on the Flintshire County Council website with details of all courses and how to apply, together with an external application form provided by wdt@flintshire.gov.uk

Whilst the majority of our training is provided free of charge, it is important to note that some **Core** courses are subject to a charge for independent care providers. The Council reserves the right to charge for non-attendance as per our charging policy.

In line with the Public Information Strategy and the Welsh Language Act, we will endeavour at all times to meet the following principles surrounding public information and information published on the Flintshire website:

- In developing information leaflets about the services we offer, we are committed to the principles of plain language and accessibility of information. We will produce our public information bilingually (English & Welsh) where possible and in other languages and formats upon request, in line with corporate standards and accepted good practice.
- The Social Services web pages provide detailed information on our services and afford members of the public the opportunity to communicate with our services online. We also provide links to signpost to other useful online resources and partner websites.
- We will also use social media to promote new public information where appropriate.

The Workforce Development Team attend Provider meetings to discuss available staff training and developmental opportunities, identify gaps and issues in current arrangements to resolve them where possible and to identify and respond to emerging training needs across the service.

The following attend Provider meetings:

- Independent Sector providers

- Adult Care Providers
- Domiciliary Care Providers
- Children's Care Providers
- FCC Workforce Development Team
- FCC Contract Monitoring Team
- Senior Manager – Safeguarding and Commissioning

The list of stakeholders includes:

- All registered care homes, independent and domiciliary providers in Flintshire
- All registered children's homes, fostering and adoption agencies in Flintshire.
- Further and higher education is represented by University of Wrexham, Coleg Cambria and Bangor university.

In addition to these key stakeholders, training courses can be accessed by members from:

- Voluntary independent organisations that employ either social care or Social Workers.
- Flintshire Local Voluntary Council
- Betsi Cadwaladr University Health Board (BCUHB)
- Communities for Work / Job Centre Plus
- Early Years via Flintshire Family Information Services.
- Flintshire Youth Justice Team and Youth Service.
- Personal Assistants providing care and support services.
- Non-regulated providers providing lower-level advice and support e.g. Micro Carers
- Carers (paid and unpaid)

The views of service users and carers are currently sought using evaluation tools and existing forums.