Our Adult Social Care Vision

The right support, at the right time and the right place,
to maximise independence and
empower people to remain safe and healthy

Our promise to you

We want everyone to feel listened to, respected and supported.
We have put together some promises to the people we work with, what they can expect from us, and what we ask from them

Respect and Kindness

We will:

- Listen to you without judging
- Treat you with kindness and respect
- Respect who you are and what matters to you

Clear and Simple Communication

We will:

- Use simple words that are easy to understand
- Explain things clearly
- Share information in different ways and languages
- Help you get support to understand if you need it

Easy to Access Support

We will:

- Talk to you in ways that work best for you
- Change how we work to meet your needs
- Include carers or people you trust if you agree

Listening and Improving

We will:

- Listen to what you tell us
- Take worries and concerns seriously
- Deal with complaints fairly and kindly

Quick and Helpful Responses

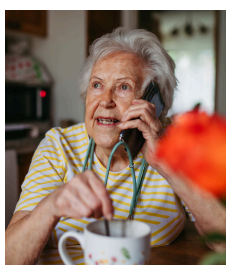
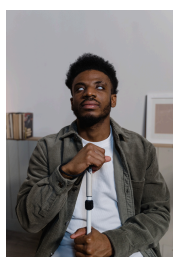
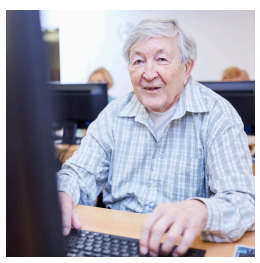
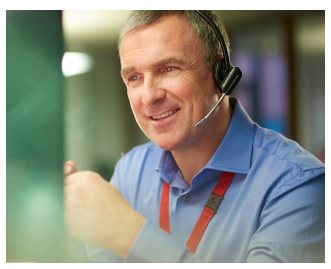
We will:

- Get back to you as soon as we can
- Act quickly if something is urgent or unsafe
- Keep you updated if there are delays
- Tell you what will happen next and when
- Let you know when someone will contact or visit you

Working Together

We will:

- Work with you to plan your support
- Help you make your own choices
- Make sure your views are heard



What we ask from you

We ask that you:

- Treat our staff kindly and with respect
- Tell us clearly what support you need
- Let us know the best way to contact you
- Ask questions if you are unsure — we are here to help

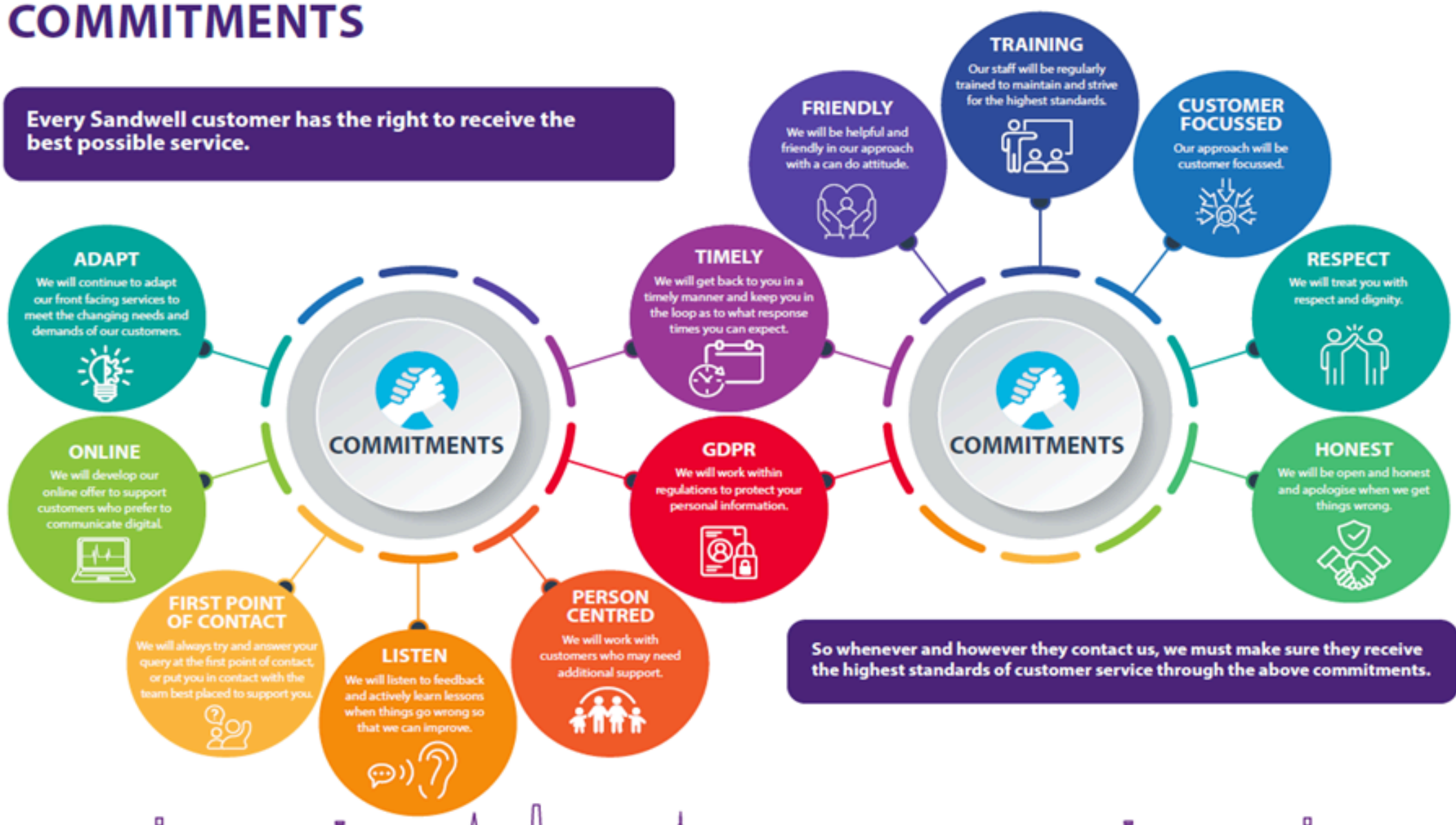
How to contact us

Visit our website www.sandwell.gov.uk/adultsocialcare
Email ASC_Connect@sandwell.gov.uk
Call 0121 569 7474 (option 4)

Council wide commitments

COMMITMENTS

Every Sandwell customer has the right to receive the best possible service.



So whenever and however they contact us, we must make sure they receive the highest standards of customer service through the above commitments.