

IAG Policy

Wirral Development Trust promotes the value of quality information, advice and guidance for local residents and community members in Wirral. This is provided by fully qualified experienced guidance workers, in non-judgemental environment.

Aim

To provide local residents with information, advice and guidance around entering the labour market, training and volunteering

Objectives

- Operate a quality service for all
- Ensure compliance with data protection and GDPR legislation
- Ensure confidentiality at all times
- Develop comprehensive action plans with clients to ensure goals are set
- Assist in all aspects of job search
- Be realistic with people, don't set people up to fail
- Act as an advocate for clients with outside agencies such as DWP
- Work in accordance to yearly KPI's
- Promote the service and the trusts work
- Ensure feedback is gathered on the service, actively seek
- Move towards more digital system
- Support clients inhouse or at home
- Work with partners to get the best possible outcome for clients

March 19



**INVESTORS
IN PEOPLE**

Leasowe Development Trust Limited – Registered Charity No. 109693:
Registered at Companies House, Cardiff. Company No. 4124763
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