



CASE STUDY

Black Country Partnership NHS Foundation Trust

About Black Country Partnership NHS Foundation Trust

Black Country Partnership NHS Foundation Trust is a major provider of mental health, learning disability and community healthcare services for people of all ages in the Black Country.

They provide:

- mental health and specialist health learning disabilities services to people of all ages in Sandwell and Wolverhampton
- specialist learning disability services in Walsall, Wolverhampton and Dudley
- community healthcare services for children, young people and families in Dudley

Over 2,000 staff work in the Trust carrying out a wide range of roles, working together to provide integrated care and support to service users.

Organisational Challenge

Black Country Partnership NHS Foundation Trust were keen to utilise their Apprenticeship Levy and continue their commitment to developing the skills of their managers. Paramount to them was finding a way to not have to extract busy managers from the workplace for training whilst still developing their leadership and management capabilities. They also wanted their managers to be able to achieve highly recognised qualifications as proof of their competence.

Our Solution

Since September 2018, Acumen Coaching has delivered the Executive Acumen Programme (Level 5 Departmental/Operational Manager Apprenticeship Standard) and the Management Acumen Programme (Level 3 Team Leader Apprenticeship Standard) to Black Country Partnership NHS Foundation Trust.

As part of the Black Country Partnership NHS Foundation Trust selection process, they conducted rigorous checks on Acumen Coaching's internal and external quality and audit processes, to thoroughly examine how we worked and satisfy themselves that our delivery methodology, track record and Ofsted inspection met their requirements.

We provided a dedicated Account Director and dedicated Leadership and Management Coaches who gained an understanding of their organisation and each individual manager's precise needs.

The Result

"Since day one we have been fully supported by Acumen Coaching. Their dedicated Coaches meet regularly with our Apprentices and are very supportive to both Apprentices and their managers alike. Their open and honest approach means that we are able to be proactive with any challenges we face, and they work with us to find a solution that works for us. They provide a high degree of flexibility for our learners and visit them around our multiple sites."

Liam Rand, Account Manager, is a great support. Weekly 'touch-base' calls from Liam means that contracts and progress remain on track. This makes a great experience all round. As the Apprentice Lead I know exactly where our learners are at, I can keep control of Levy spend and I know if there is anything I am unsure of Acumen Coaching will certainly help. Due to our positive experiences we have recommended Acumen Coaching to one of our local NHS Trusts who are looking to implement management training within their services."

Lynn Weston, Support Workforce Development Lead

"At the delicate age of 47 and having been lucky enough to have worked for the NHS for 19 years, I realised that I had no qualifications on paper to back up my knowledge and experience of working for the NHS."

As an Operational Improvement Manager for Mental Health and having responsibility of a team of staff I thought it would be beneficial to both myself and them to try to improve my own management skills in order to be able to support and nurture them more appropriately."

I find the course very informative and at times enlightening as I came to realise that a lot of the learning I am already doing within my role but I didn't realise it!!

My Coach has been more than supportive and I feel as though I can ask him any questions that I have, no matter how ridiculous I think the question may be. I have been incorporating more of the learning modules in to my day to day working life and trying to encourage my team to be more independent as I believe that this will give them the confidence to flourish".

Operational Improvement Manager