

Erosh Code of Practice - what you need to know

Five Core Standards

We will assess your service(s) against 5 core standards covering 23 service outcomes:

Management and governance

Managing services in the best way possible.

Value for money and effective use of resources

Achieving good value for money.

Equal and respectful

Treating customers equally and with respect.

Effective and personalised

Tailoring services to meet individual needs and preferences, putting customers in the driving seat.

Customer safety

Safeguarding customers whilst encouraging them to take sensible risks.

There are two additional optional service standards designed to complement the five core standards:

Accommodation

Where you provide accommodation based services and have control over buildings.

Volunteers

Where you promote independence through a planned approach to working with volunteers.

Build your own Accreditation

You can choose to focus your accreditation on one service or you can include all services you deliver. You can add other services at any time without having to register again. It's your accreditation use it to your best advantage!

Typical services currently registered include:

- Services for Older People
- Independent Living Services
- Abbeyfield Society
- Homeless Services
- Services for Young People
- YMCA

One Accreditation – Three Levels

Accreditation is based around three incremental levels which allow for progression and improvement:

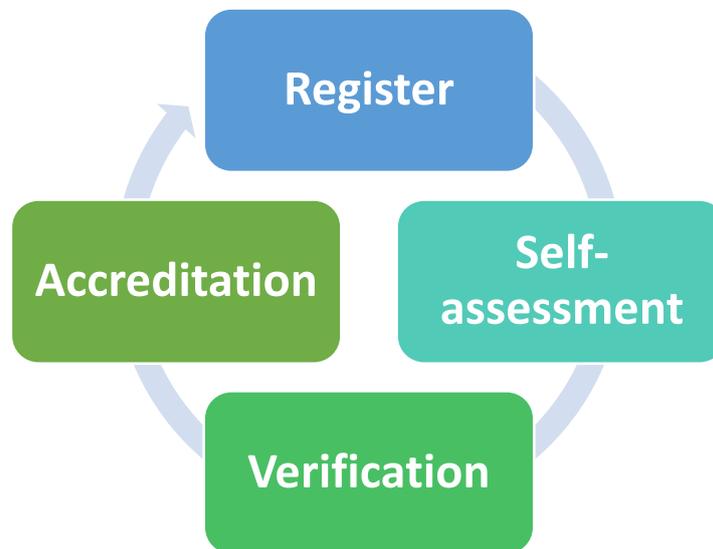
- Developing Provider
- Good Provider
- Outstanding Provider

Benefits of the erosh accreditation process

Our accreditation process is:

- Robust and credible but minimises the impact on staff and resources.
- Cost efficient – by minimising the time your staff are involved in gathering evidence.
- Is complementary to service delivery with the accreditation process built around existing activities.
- A ‘quick win’ – you can achieve accreditation within 6 months.
- An independent and objective review of your strengths and areas for improvement.
- A confidential way of highlighting improvements and actions to achieve higher levels.

The accreditation process in a nutshell



The verification process

Your Assessor will develop with you a plan for gathering evidence to support your achievement against the Standards. They will incorporate as many ‘ordinary’ activities as possible, e.g. staff meetings, board/trustee meetings, resident forums, etc. Additional activities may still be needed to ensure a fair and robust assessment.

Accreditation is based on evidence examined by the Assessor gathered in a number of different ways:

- Attending existing events e.g. staff meetings, board/trustee meetings, resident meetings, etc.
- On-site verification visits.
- Face-to-face and phone/e-mail discussions with staff, clients, board members/trustees, other key stakeholders.
- Job shadowing
- ‘Virtual’ information gathering e.g. a website search of the organisation, access to your Intranet etc.

Although the main focus is on *experiencing* evidence, our Assessor may still ask for some evidence in advance.

What you need to do to prepare

- Provide a completed Introductory Statement with basic information about your service, delivery, staff, etc.
- Carry out a self-assessment of your services against the Standards. You will not need to produce evidence but to provide your Assessor with an initial indication of the performance level you think your service is.
- Ensure staff complete workbooks - these are really useful for your Assessor, and are a valuable support tool for staff if they are chosen to take part in any accreditation activity.

Erosh Code of Practice - Expectations

When you register for the erosh Code of Practice (CoP), to ensure the accreditation process is as painless and efficient as it can be, we have set about below our expectations of you and what you can expect from us.

We expect you to:

- Nominate a Lead Officer, senior enough to take decisions in relation to the accreditation process, who will be the main point of contact; and let us know if there is a change to this role.
- Provide sufficient and appropriate resources to facilitate successful completion of the accreditation process.
- Ensure the evidence you present reflects an accurate representation of service delivery.
- Maintain regular contact with your Assessor.
- Undertake development and assessment activities within 6 months from the date of registration.
- Let us know as soon as possible of any significant changes to the service(s) being accredited.
- Inform service users and key stakeholders that you are working towards CoP accreditation, meaningfully involve them in the process (including face to face, telephone, or email interviews), and keep them informed about progress.
- Inform service users and key stakeholders about how they can express concerns about any practice as you work towards accreditation.
- Champion the erosh CoP with colleagues within and outside of the organisation.
- Commit to an annual review and re-assessment in order to maintain accreditation.
- Pay the fees associated with your accreditation plan before the start of the process. If you withdraw at any time, we cannot refund fees. If fees are outstanding, we will continue to request payment under the terms and conditions of the invoice and will not issue you with your final report.

You can expect erosh to:

- Appoint appropriately trained and knowledgeable Assessors.
- Maintain regular contact with you.
- Act as a critical friend to help you work towards and achieve accreditation.
- Provide an impartial and professional advice and support service.
- Provide a complaints and appeals process

More Information

If you would like to register for the Code of Practice or discuss your accreditation with our Code of Practice Manager, please email info@erosh.co.uk in the first instance, and someone will come back to you.