

Erosh Code of Practice (CoP) – are you ready?

If you choose to go for CoP accreditation, we will assess your service(s) against 5 standards:

Governance & Management

Managing services in the best way possible.

Value for Money & Effective Use of Resources

Achieving good value for money and resourcing services well.

Equality, Diversity & Respect

Treating a diverse range of customers and staff equally and with respect.

Customer Focused & Personalised Services

Delivering services which meet individual needs and preferences and put customers in the driving seat.

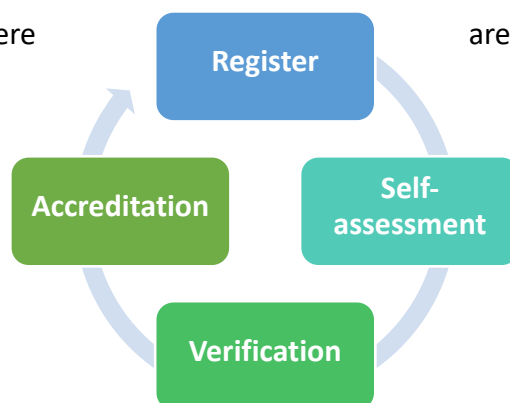
Customer and Staff safety

Keeping customers and staff safe.

How will I be assessed?

We will tell you more about this when you register but briefly there are four stages to the accreditation process:

1. **Registering** – signing up!
2. **Self-assessment** – you tell us how you meet the standards
3. **Verification** – our Assessor examines your evidence and undertakes an accreditation visit
4. **Accreditation** – all being well you are designated a CoP accredited provider or you are given an action plan to help you achieve accredited status.



But are you CoP ready?

When you register for the CoP, we will provide you with all the information you need including a list of the key policies and other documentation you will need to have in place.

To stand the best chance of becoming a CoP accredited provider, you need some fundamental ‘building blocks’ in place which we have listed on the next page. We suggest you hold off formally registering until you can tick these off.

Are you CoP ready?

Click in each of the boxes in the right hand column to check how ready you are.

1. We are clear about the purpose of the service, its mission, and client group(s)	<input type="checkbox"/>
2. Our service is accessible and value for money, outcome focused and person centred	<input type="checkbox"/>
3. We comply with relevant legislation, regulation and good practice	<input type="checkbox"/>
4. We can demonstrate commitment to equality and diversity	<input type="checkbox"/>
5. We can demonstrate commitment to quality assurance and continuous improvement	<input type="checkbox"/>
6. We work in partnership with a range of different organisations	<input type="checkbox"/>
7. We have robust policies and procedures in place which are regularly reviewed	<input type="checkbox"/>
8. We have in place robust support planning and risk assessment processes	<input type="checkbox"/>
9. We induct, train and develop, and support our staff	<input type="checkbox"/>
10. We have clear complaints and appeals processes	<input type="checkbox"/>
11. We have a robust governance structure which is regularly reviewed	<input type="checkbox"/>
12. We actively and meaningfully involve customers	<input type="checkbox"/>
13. We keep our customers, families and carers well informed	<input type="checkbox"/>
14. We safeguard our customers	<input type="checkbox"/>
15. We have a nominated CoP Lead Office to take us through the accreditation process	<input type="checkbox"/>

If you can tick all of these boxes you are CoP ready!
Congratulations!

To register, click [here](#) or email info@erosh.co.uk

If you are not there yet, don't worry! You now have a better idea of what you need to have in place. If you haven't yet seen the standards themselves, fill in the online enquiry form [here](#) and we will send you the information you need. We may also be able to help you through our CoP consultancy services.