

## ASAP CODE OF PRACTICE PART ONE – CALLS HANDLING OPERATIONS

### TESTIMONIAL

Name of Organisation *London Borough of Merton*

Name of Service Mascot Careline & Community Services

Date of Accreditation Sept 2004

Name of Person Completing this Form Doug Miles

Contact Details – Tel 020 8540 0355

Email

[Douglas.miles@merton.gov.uk](mailto:Douglas.miles@merton.gov.uk)

Why did you embark on the process of Accreditation to the Code of Practice Part One?

We wanted to be accredited in order to put an independent approval on our service for what we do well. At the same time we wanted to examine what we didn't do so well and to put it right.

As the recognised technical standard for SP Funding it is a must for any organisation that operates with any stature within our sector.

What did you think of the process?

The process is fair and balanced. Yet it puts the organisation under intense scrutiny. It's extremely difficult to tick all the boxes and so it should be. The process is worthwhile because it is exacting.

Preparation is essential and there is a wealth of information on hand from ASAP and sector colleagues. We 'budded' up with Lewisham and this was invaluable from the point of view of assessing one another and helping out with supplying relevant documentation and the sharing of procedures. Not to mention the encouragement, support and friendly competition.

What do your staff think of the Code of Practice Part One?

Staff are justifiably proud of the achievement. I don't think a day goes by without this being brought into conversation with our contacts.

It is fair to say that our Social Services Dept as a whole share in this pride. The achievement has been widely publicised across the Borough.

What benefits have your service and customers gained from achieving the Code of Practice Part One?

We all at Mascot work to improve our performance with the code central to these aspirations. Our customers benefit from an excellent and secure service.

What would you say to ASAP Members who had not yet started to think about accreditation to the Code of Practice Part One?

It is essential to have a go. If nothing else your organisation will be given a 'health check'. To get the accreditation, though, will give staff a sense of pride and achievement and recognition from external and internal contacts alike for the great service they are providing.

Telecare is a secret no longer. There is funding and opportunities to be had. I believe those organisations with accreditation will take pride of place in the new and emerging industry.

Would you be prepared to have your name and contact details promoted as someone who would support prospective organisations achieve accreditation eg a Buddy System providing telephone support or one-off visits?

Yes

Any Other Comments?