

ASAP CODE OF PRACTICE PART ONE – CALLS HANDLING OPERATIONS

TESTIMONIAL

Name of Organisation: **Carlisle Housing Association**

Name of Service: **Careline**

Date of Accreditation: **September 2003**

Annual Inspection Passed October 2004

Name of Person Completing this Form: **Carol A Vallely, Manager Careline Services**

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

As a service CHA's Careline has always been committed to ensuring the provision of the best possible service and performance standards both from our staff and to our clients.

We took the decision to embark on the process of ASAP Accreditation because: ASAP is recognised by Government as the body who set the highest Standards by which Social Alarm Control Centres and their service provision are judged. ASAP accreditation is recognised by Supporting People and used as the benchmark by which they will measure quality and standards of service provision.

As a team we were keen for our service to be acknowledged for its high performance standards both individually and corporately

What did you think of the process?

- **The process was well set out.**
- **It was easily followed.**
- **The Good Practice guides were extremely helpful**
- **It was Team building**
- **It made us look at and examine our working practices which proved to be very valuable in different ways:**

- 1. It clearly showed us where improvements could be made**
- 2. It encouraged us to know that in most instances we had got it right**

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

I gave an explanation to the staff before undertaking the process of accreditation. I explained who ASAP were, why were undertaking the accreditation, what it would achieve for us as an organisation.

The staff clearly know the recognition it has brought the Service.

The significance of the accreditation.

They rose to the challenges

The whole team feels a sense of pride and achievement

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

The benefits of the Code of Practice:

- **Instrumental in addressing Supporting People Issues i.e. Quality Assessment for Alarm Receiving Centres and their service provision.**
- **An accreditation recognised by ODPM**
- **An accreditation recognised by Health Professionals and Social Services.**
- **The ASAP Code of Practice demands high standards and having achieved this make the accreditation asset to our service, clients and customers.**

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

Obviously I feel the benefits of being accredited against Code of Practice Part 1 are listed above. But one of the issues it has been most instrumental in achieving for us as an Organisation is meeting Tendering requirements for additional business.

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

Yes

Any Other Comments?