



CSHS

code of practice re-accreditation

Bulletin

Issue 1

The first of a series of bulletins providing information on Johnnie Johnson Housing Trust's work to gain re-accreditation to the CSHS quality mark.



What is the CSHS code of practice accreditation?

Administered by the Centre for Sheltered Housing Studies, it is a quality standard for organisations providing Sheltered Housing services to a variety of clients in different settings. The 10 Standards within the Code identify good practice in the provision and delivery of Sheltered Housing, providing a quality benchmark against which providers can measure their services.

The Project Team

A group has been established to oversee the project. It consists of:

- ◆ Eileen Fry Tenant Representative
- ◆ Tricia Grierson Project Sponsor
- ◆ Kath Holt Scheme Manager
- ◆ Nick Jones Project Manager
- ◆ Kath McCall Scheme Manager
- ◆ Shelly Orr Scheme Manager
- ◆ Asima Shad Scheme Manager
- ◆ Carole Williams Area Manager
- ◆ Catriona Woods Housing Manager
- ◆ Jill Young Area Manager

The benefits at a glance

- ◆ To demonstrate to the wider community that JJHT is committed to good practice, continuous improvement and the delivery of a quality service
- ◆ to show JJHT is prepared to voluntarily open itself up to external scrutiny
- ◆ enable JJHT to operate effectively in a competitive market place, and offers a clear advantage when bidding for new business
- ◆ continuous improvement in performance should lead to improvements in customer satisfaction.

For more information on the CSHS code of practice, why not visit the website:

www.cshs.co.uk



The progress so far.....

Number	Standard	Details	Progress so far
1	Service Delivery, Review and Continuous Improvement	Demonstrate the organisations commitment to quality assurance and to continuous improvement	Scheme Manager should have gathered evidence ✓
2	Policy and Legislation	Demonstrate that the organisation has addressed key legislation and/or external guidance relating to the sheltered housing service	Scheme Manager should have gathered evidence ✓
6	Independence and Empowerment	Demonstrate that organisation's commitment to the promotion of independence and to empowering residents to participate	Scheme Manager should have gathered evidence ✓

The Next Steps



Number	Standard	Details	The next step
7	Professional Role and Responsibilities	Show that staff are clear about their roles, responsibilities and boundaries, and are aware of the service ethos and philosophy	Evidence to be provided by Thursday 4 September 2008
8	Collaboration and Community Development	Demonstrate that staff at all levels within the service are committed to collaborative working with other professionals, and to promoting and developing links between the service users and the wider community	Evidence to be provided by Thursday 4 September 2008
9	Trained and Supported Staff	Prove that staff are trained, supported and supervised, and that within these processes the needs of a dispersed workforce are met	Evidence to be provided by Thursday 4 September 2008
10	Physical Environment	Show that the physical environment is appropriate for the need of service users	Evidence to be provided by Thursday 4 September 2008
3	Equality and Diversity	Demonstrate that the organisation is fully committed to the promotion of equality of opportunity and to diversity in term of the workforce and clients of sheltered housing	Evidence to be provided by Thursday 6 November 2008
4	Right and Responsibilities	Show commitment to promoting service users rights, shown by their commitment to principles of consultation, participation, choice and service users' involvement	Evidence to be provided by Thursday 15 January 2009
5	Confidentiality and Privacy	Demonstrate that the organisation is committed to client confidentiality, and that scheme staff respect confidentiality of knowledge and information	Evidence to be provided by Thursday 15 January 2009
Submission of main corporate evidence portfolio and assessment of scheme evidence folders.			Friday 30 January 2009

How to create evidence folders



To achieve re-accreditation to the code of practice JJHT have to meet the criteria set out in the 10 standards and produce a corporate folder as well as a folder for every scheme documenting the evidence.

Corporate evidence has to be created electronically and contain at least one piece of evidence from every scheme.

Scheme evidence can be produced either electronically or in hardcopy.

How to place evidence in the IT system

When you receive an e-mail detailing the evidence requirements for a particular standard, please take the following steps:

1. place any evidence in the links:
(K:)rsm/cshs/implementation evidence for -e.g. patch1/standard 6
2. number the evidence accordingly e.g 6.1a
3. ensure all evidence is submitted by the required date ('next steps' Dates—as above).

View the 'Good Practice' library at

(L:)supporting people quality assurance/evidence folder/cshs code of practice

Support & Assistance

There has been a series of meetings held by area manager to discuss the code of practice with scheme managers. These will take place on a regular basis and will include:

- ◆ Suggested ways schemes can meet the criteria
- ◆ Review the evidence produced by scheme manager
- ◆ To clarify criteria that scheme managers are having difficulty understanding.

If you require more support please contact your area manager or CSHS patch champion.



Thank you to all the scheme managers who have contributed to both the main corporate evidence folder and their individual scheme folders. We have received two very positive reports from our CSHS adviser following assessment meetings with the project group.

DO NOT FORGET TO ADD THESE DATES TO YOUR DIARY!