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SSAIB

SSAIB Launch Telecare Services Scheme

SSAIB (Security Systems and Alarms Inspection Board) is pleased to announce the launch of its Telecare Services Scheme; an audit scheme for providers of telecare services. The Telecare Services Scheme is available throughout the UK to all service providers.

The SSAIB will be holding a series of seminars for providers and specifiers of telecare services at which we will provide full details of the scheme, its management and operation, give attendees the opportunity to meet the team and ask any questions they may have.

The launch seminars will be held in two sessions a morning session for providers of telecare and an afternoon session for specifiers of telecare services at the following locations :-

3rd March 2010 – Edinburgh

4th March 2010 – Manchester

31st March 2010 – Hinckley

1st April 2010 – Wrexham

14th April 2010 – Exeter

15th April 2010 – Cardiff

The seminars are free, and can be booked through Andrew Brown by telephone 0191 2703153 or online at www.ssaib.org/calender.asp

We appreciate organisations involved in this field will want to be fully satisfied that certification with SSAIB will be consistent with their business needs and objectives, so they can be assured to know that:

- SSAIB is a UKAS (United Kingdom Accreditation Service) accredited certification body.
- SSAIB operate a wide range of certification schemes in the telecare, fire and security systems sectors.
- Our Telecare Services Scheme is based on the recognised relevant European standard.
- The scheme is run independent of any trade association, manufacturer or supplier interest. Certification decisions are based solely on the findings of the audit.
- The scheme covers the complete process from referral to response, for both simple and complex telecare.
- The scheme is modular and flexible enabling service providers working within complex, multi-agency delivery environments to obtain certification for the specific areas of activity that they undertake.

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- Because we offer an extensive range of inspection and audit services, a single audit event can be used to cover a range of standards, for example, ISO 9001, ISO 14001 and the telecare scheme's requirements.

The scheme has mandatory key performance indicators which are limited to those critical to customer safety and service continuity – allowing your service to set indicators that reflect your own values and service targets. In this way SSAIB certification provides a mechanism for differentiating services in a crowded marketplace.

Our scheme is consistent with the requirements of the Public Procurement Regulations and provides a framework for addressing the requirements of statutory regulators and Supporting People, both are increasingly important to service commissioners.

Last, but not least, SSAIB know this sector having had many years experience auditing telecare service providers. We are now using our knowledge and experience to bring a fresh approach to telecare services auditing, working under our own auspices.

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For further details on this press release please contact Andrew Brown, Marketing Manager, SSAIB on 0191 2703153.