

The diagram below illustrates how commissioners and providers of wheelchair services in England can meet the aims of the Wheelchair Leadership Alliance's Charter, issued July 2015, by following certain Code Standards from the UK-wide CECOPS Code of Practice for Disability Equipment, Wheelchair & Seating Services. The Charter includes 10 key areas. These are listed below with links shown to the relevant CECOPS Code Standards. The CECOPS Code covers Commissioning, Service Provision and Clinical responsibilities. It is made up of 47 outcome based standards against which all aspects of quality, safety and performance can be assessed. **Sir Bert Massie CBE, DL, Chairman, CECOPS CIC**

**RIGHT CHAIR RIGHT TIME** **RIGHT NOW** [www.rightwheelchair.org.uk](http://www.rightwheelchair.org.uk)

**WHEELCHAIR CHARTER** Organisations are encouraged to commit to the following:

1. A person centred service that works in partnership with service users and their carers and makes the user/carer voice central to any design, innovation and service change.
2. Equality of access and provision for all, irrespective of age or postcode and including essential user skills training as standard.
3. Entry to service via referral from an appropriately skilled professional. The time from referral to delivery will be at least within the constitutional right of 18 weeks with further substantial improvements by 2016/17 for all people using the service.
4. Assessments for all wheelchairs and associated postural support within nationally mandated timescales and priorities taking into account all aspects of individual needs including those of carers.
5. Establishing regular reviews with the user/carer according to their individual needs.
6. Prescriptions which take into account the current and future needs for all adults and children including those of carers.
7. Delivery, maintenance and emergency back-up provided to nationally mandated timescales.
8. Innovative and flexible budgeting working with key partners to strengthen integration across health, social care, work and education, enabling the accommodation of individual needs, independence health and wellbeing.
9. Recruitment of qualified staff in respect of numbers and skills, with support for on-going development and training.
10. Supporting clinicians, manufacturers and independent organisations working together to develop innovative, affordable products and solutions.



**CODE OF PRACTICE FOR DISABILITY EQUIPMENT,  
WHEELCHAIR AND SEATING SERVICES –**

*A Quality Framework for Procurement and Provision of Services, 2015*

- Code Standard 2** – Partnerships and Joint Working Arrangements; **Code Standard 24** – Assessing the Service User's Equipment Needs; **Code Standard 45** – Involvement of Service Users and Carers
- Code Standard 7** – Eligibility Criteria; **Code Standard 20** – Assembling, Fitting and Demonstrating Equipment; **Code Standard 46** – Cross-border Protocol
- Code Standard 7** – Eligibility Criteria; **Code Standard 24** – Assessing the Service User's Equipment Needs; **Code Standard 27** – Training in Equipment Provision and Use
- Code Standard 24** – Assessing the Service User's Equipment Needs; **Code Standard 25** – Managing Multiple Assessments; **Code Standard 26** – Assessing the Home and Environment; **Code Standard 45** – Involvement of Service Users and Carers
- Code Standard 32** – Reviewing Equipment and Equipment Needs; **Code Standard 45** – Involvement of Service Users and Carers
- Code Standard 7** – Eligibility Criteria; **Code Standard 24** – Assessing the Service User's Equipment Needs; **Code Standard 45** – Involvement of Service Users and Carers
- Code Standard 1** – Service Requirements and Specifications; **Code Standard 14** – Transportation; **Code Standard 17** – Emergency and Out-of-hours Cover; **Code Standard 23** – Medical Device Management
- Code Standard 2** – Partnerships and Joint Working Arrangements; **Code Standard 3** – Funding Arrangements; **Code Standard 42** – Establishing Links between Assistive Technology-related Services
- Code Standard 3** – Funding Arrangements; **Code Standard 27** – Training in Equipment Provision and Use
- Code Standard 1** – Service Requirements and Specifications; **Code Standard 2** – Partnerships and Joint Working Arrangements; **Code Standard 41** – Alternative Funding Options for Equipment

To find out how CECOPS can help you meet the aims of the Charter please get in touch today: **T: 01494 863398** **E: [info@cecops.org.uk](mailto:info@cecops.org.uk)** **W: [www.cecops.org.uk](http://www.cecops.org.uk)**