



Friends of the LBN (Providers)

Additional Code of Practice

This Code of Practice is specific to Provider Services who join the London Brokerage Network (LBN) as a Friend of the LBN and wish to use membership as a badge of quality.

Why join as a Friend of the LBN?

- 1) It will be a badge of quality that shows your organisation is ready to sell their services directly to disabled customers within the Personalisation agenda
- 2) It will provide you with access to parts of the LBN website, where you can log in and advertise your organisation to Support Brokers, using a wiki database.
- 3) It will keep you linked in to best practice

Pre-Membership requirements

- 1) Provider Members (PM's) must submit to a pre-membership desktop assessment (currently charged at a non-refundable £50).
- 2) PM's must agree to re-submit to this assessment every three years
- 3) PM's must show that they have:
 - a) A clear and accessible pricing structure for individual customers
 - b) Clear and accessible terms and conditions and a contract for individual customers
 - c) Accessible (easy-read) versions of this information if relevant
 - d) A clear process by which prices are reviewed and how that is communicated to customers
 - e) A clear and accessible complaints procedure
 - f) Up-to-date registration with CQC where this is appropriate
- 4) PM's must also be able to demonstrate how they review the quality of their performance with individual customers and how they get feedback

Membership Requirements

- 1) To contribute to the LBN website and attend seminars and events
- 2) To maintain the standards assessed during the pre-membership assessment
- 3) To advertise the LBN's complaint's procedure on your website and literature so that customers can complain to the LBN if necessary
- 4) To submit to a reasonable investigation by the LBN should a complaint be made by a customer or a support broker
- 5) To maintain annual subscription fees as necessary
- 6) To support the work of local Support Brokers as appropriate, for example by allowing them to use your venue to meet a client or to use the toilet!
- 7) Not to offer commission or other incentive to any Support Broker



- 8) Promoting people's right to use an Independent Support Broker should they wish to and to be aware of contact details for local Support Brokers