

Our commitment to quality



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Age UK Carlisle and Eden is proud to have achieved the Age UK Charity Quality Standard.

This Standard requires us to demonstrate that we:

- Ensure the safety and wellbeing of older people.
- Value diversity and promote equality and inclusion.
- Protect people's data and ensure there are no surprises about how we use it.
- Encourage, listen to and act on feedback.
- Plan and review our activities strategically, making sure we use our resources effectively to respond to local need.
- Value our volunteers and staff, ensuring we have the right people and the right skills and support to deliver our plans.
- Anticipate and manage risk effectively to ensure we are resilient and responsive to change.

Assessed by leading experts

The standard is externally assessed by industry leaders SGS who undertake rigorous examination of evidence through reviewing our documents and undertaking comprehensive full day assessment visit:

Age UK Carlisle and Eden

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