



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# CSSIW

## Participation Plan

Working Together to Improve  
Social Care Services



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# Introduction from Imelda Richardson, Chief Inspector

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I would like to take this opportunity to thank all those of you who took the time to respond to our first ever draft Engagement Strategy. It is heartening that so many of you support our proposals and have an interest in our work and how we want to work with others to meet our aim – to safeguard people and drive up improvements for all those who use and experience social care in Wales.

Our proposals have been endorsed by the Deputy Minister for Children and Social Services, Gwenda Thomas AM, who has made a firm commitment to provide services that are about people, where they have a strong voice and control in the decisions relating to social care that affect them.

I recognise that what we have proposed is ambitious. However, as an inspectorate we are committed to making sure that we put people at the heart of all that we do and we will work closely with service users, families, carers, commissioners, other regulators, stakeholders and our staff to achieve this.

By working together I believe we can make a real difference to social care in Wales. We worked in partnership with Participation Cymru to consult on our Engagement Strategy and sought views from local authorities, local health boards, carers, children from black and ethnic minority groups, children with disabilities and young parents. We have listened to everything you told us. We've used all of your comments and suggestions to help us shape our views and inform our approach. These are reflected in our new Participation Plan.

**Imelda Richardson**  
Chief Inspector



# Explaining the language we use

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We have tried to make our plan clear and understandable. Some of the terms we use are explained below:

**We/Our** – this means CSSIW (Care and Social Services Inspectorate Wales).

**Participation** – this means knowing about what we do and taking part or being involved in what we do.

**Citizens** – this means everyone in Wales, because all of us or someone close, may need social care services at some time in our lives. We all have an interest in the quality of care services.

We also use 'people' to describe citizens.

**Social care services** – are services which support people who need help in their daily lives, providing care to adults and children and enabling them to live with dignity and respect. Services are wide ranging and include residential and domiciliary care (care in your home), community support and activities, adoption and fostering and support for people with mental health problems, learning or physical disabilities.

**Providers** – social care service providers are people involved in delivering services.

**Commissioners** – the term commissioners is used in this plan to refer to local authorities who either provide services directly themselves or purchase (commission) social services from providers to meet the needs of citizens in their area.

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Our plan is available bi-lingually on our website [www.cssiw.org.uk](http://www.cssiw.org.uk). Alternative formats, easy read, Braille and audio, are also available on request.

Further information about CSSIW (Care and Social Services Inspectorate Wales) is available on our website [www.cssiw.org.uk](http://www.cssiw.org.uk) or you can follow us on [www.twitter.com/cssiw](https://www.twitter.com/cssiw)

# 1. Who we are

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We are Care and Social Services Inspectorate Wales - CSSIW. Our role is to encourage the improvement of social care services by:

- **Registering, inspecting and enforcing care services** – we register care service providers and our team of inspectors inspect them to make sure they provide good care. We also look into concerns when problems are reported to us and take action if providers fail to make improvements
- **Reporting on the delivery of care by social service departments** – local authorities commission most care services. We complete an annual report on each authority and inspect their social services departments
- **Providing information and advice** – we obtain a lot of information through our work. We also undertake special studies. We make our findings available to the Welsh Government, service providers and the general public to help improve services and enable people to make better choices.

## Our vision

Service users' experiences are at the heart of our work.

## What we mean by participation

We think it is important that everyone can have a say about the way care services are delivered, and also inspected by us. Our aim is to put the experiences of people using services at the heart of our work.

Participation means, *'giving people the opportunity to have a say, for example, about **what** we inspect and **how** we inspect. It also includes **being involved** in inspections and sharing your ideas and experiences'*; it will affect what we do and how we do it so that services improve and meet your needs.



## 2. Our Participation Plan

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We want more people to be involved in our work. The purpose of our Participation Plan is to tell you how you can have a say and be involved. It also tells you what we intend to do over the next year.

In 2011 we consulted on our draft Engagement Strategy in order to get people's views on how we could make it easier for people to have a say. We've listened to everything people told us and have used these comments to develop our Plan.

**Our Plan will allow us to:**

- provide more people with a voice and an opportunity to get involved
- work better in partnership with people involved in social care services – those using the services and those involved in providing services
- plan future activities and be clear about how this will influence our work
- provide better information about services to help improve quality and inform choice
- increase control and choice for people using services

## 3. Our Principles and Commitments

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Our Plan is based on the following **Principles** and **Commitments**:

### **Principles:**

- the experiences of people using services is at the heart of our work
- citizens and people using services should play an active role in our inspection work
- citizens should be involved in determining our priorities, for example, what aspects of care services we inspect and how we inspect those services
- citizens should be involved in giving us feedback on our performance

### **Commitments:**

- we will provide opportunities for citizens to be involved in our work
- we will take action in response to people's ideas and concerns and let them know the difference they have made
- we will write and say things in a way that people can understand and will meet the Welsh Government's commitment to deliver our services bilingually
- we will strive to continually improve our work in response to people's comments.



## 4. Getting involved and keeping up to date

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There are a number of ways you can get involved in what we do. This Plan tells you how.

### Keep informed

CSSIW provides a lot of information about services in Wales. We intend to improve the information available, making it more relevant, easier to find, using different formats to suit different people's needs, and making the information easier for everyone to understand - we have already started to do this by changing the way our reports are written. You can keep informed:

- visit our website: [www.CSSIW.org.uk](http://www.CSSIW.org.uk) where you can find information about us and our work, including our inspection reports
- sign up for our quarterly newsletter – Care and Share
- receive our email alerts
- follow us on twitter
- attend events and activities where we can listen to your views and gather evidence.



### Share your views

**Inspections** – we have changed the way we carry out our inspections of services to place the views of people using services at the heart of our work. Now we spend more time listening, talking to people and observing.

**Concerns** – we are keen to hear from people who use services about their experiences and any concerns that they may have about the quality of those services. When we receive a concern about a provider we look to see whether they are providing a safe service and whether they are meeting the conditions of their registration. We will take action where we find failings or poor services.

**Consultations, discussion groups and events** – from time to time we will consult on issues around our work to get your views and suggestions.

**Feedback** – we welcome feedback on our reports, the information we provide and on all our work.



## Get involved

We want to give citizens a strong voice and real control in everything we do through the following opportunities.

A **National Advisory Board** to oversee our activities and to help us improve the services that we inspect. The Board will include members of the public, people who use services and carers as well as commissioners and providers. They will provide us with a view of how well services work, how they need to improve and how we can do better in our inspection work. The Board will:

- help us identify the things that matter to citizens
- help us to set our programme of work each year
- help us find solutions and improve services

Three **Regional Advisory Boards** across Wales to oversee the work of our regional offices and provide a voice for citizens on the delivery of services in their area. The Regional Boards will:

- provide feedback on services in their areas
- help us to set our programme of work in the region
- feed into and influence the work of the Advisory Board

**Quality Review Panels** which will review and evaluate our work in relation to specific areas of service provision. The Panels will provide an external perspective, bring the experiences and views of service users and providers on the issues and have a say in how services can be improved. The Quality Review Panels will provide:

- expert opinion on specific areas of service provision
- a voice for the views of people and service users
- a commissioner and provider perspective
- an external view of our work and authoritative advice on how to improve particular services
- assurance about the quality and robustness of our work

**Independent Visitors** – where citizens can directly get involved in visiting services and providing the ‘citizen’s view’ on them. This will provide citizens with a greater say in the delivery of services and greater influence and control.

If you want to get involved in any of these opportunities to participate in our work, see our website [www.CSSIW.org.uk](http://www.CSSIW.org.uk) or see our newsletter Care and Share.

## 5. Working with others

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As an Inspectorate we cannot achieve our purpose alone; we work with others who provide or are involved in care and social services in Wales.

In particular, we work closely with other Regulators and Inspectorates in Wales - we have established formal agreements with the Healthcare Inspectorate Wales [www.hiw.org.uk](http://www.hiw.org.uk); Estyn [www.estyn.gov.uk](http://www.estyn.gov.uk); and the Wales Audit Office [www.wao.gov.uk](http://www.wao.gov.uk) to set out our commitment to working together for the benefit of all.

We also work closely with the Care Council for Wales [www.ccwales.org.uk](http://www.ccwales.org.uk), to bring our activities closer together in order to improve care services in Wales.

We work in partnership with local authorities in Wales, sharing information at regular meetings and reporting annually on our findings.

## 6. Measuring our performance

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**Our vision is to put 'Service users' experiences at the heart of our work'.**

We will monitor and measure our performance in delivering this vision through this Participation Plan and report on how we do this each year in the Chief Inspector's Annual Report.

**Over the next year we will:**

- set up a National Advisory Board and three Regional Advisory Boards
- set up Quality Review Panels
- introduce an Independent Visitors Scheme
- improve our website to provide easier access and better information
- hold stakeholder events to get your views and suggestions
- keep you informed

Your feedback and comments are always welcome and will help us assess how well we have done and what more we need to do to make sure services are of a high quality and people are safe.

# The senior team – who we are and what we do

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## **Imelda Richardson**

Imelda Richardson is the Chief Inspector for CSSIW. Imelda's responsibilities are to ensure that CSSIW is a modern and effective regulator and inspectorate, that we provide an independent professional service which focuses on the experiences of people who use social care services and promotes improvement and change in social care in Wales.

## **Jonathan Corbett**

Jonathan Corbett is the Assistant Chief Inspector for Strategy. He leads the inspectorate's work on safeguarding, national and thematic reviews, provision of advice on policy development and implementation and working with other inspectorates and regulators.

## **Rob Rogers**

Rob Rogers is the Assistant Chief Inspector for Enabling and is responsible for providing corporate services to CSSIW and for ensuring that our registration, inspection, responding to concerns and enforcement processes are robust and effective. Rob also leads on communications and engagement – to provide citizens with the opportunity to have a strong voice and real control in CSSIW's work.

## **David Francis**

David Francis is the Assistant Chief Inspector for Service Regulation and Inspection. David has responsibility for the three regions, North Wales, South West and South East Wales.

## **Regional Directors**

### **North Wales**

Peter Graham

### **South West Wales**

Angela Williams

### **South East Wales**

Sue Van Eijkern



# Our Participation Plan at a glance

CSSIW's role is to encourage the improvement of social care by registering, inspecting and enforcing social care services for everyone from the very young to older people. We are keen to improve the way we do business - our inspection process, our practice and the quality of our reports.

## Keep informed

- visit our website: [www.CSSIW.org.uk](http://www.CSSIW.org.uk)
- sign up for our quarterly newsletter - Care and Share
- receive our email alerts
- follow us on twitter
- read our inspection reports on our website
- attend events and activities where we can listen to your views and gather evidence.

## Share your views

- speak to us during our inspections
- tell us about any concerns you have about the quality of services
- contribute to consultations and speak to us at other events to let us know what you think
- give us feedback on our reports and the information we provide on our website

## Get involved

Join in through our:

- Advisory Board
- Regional Advisory Boards
- Quality Review Panels

Or as an Independent Visitor.

## Concerns and complaints

- We are keen to hear from users about their experiences and any concerns or complaints about services we regulate
- If we are not able to deal with your complaint, we can direct you to the organisation best placed to help you

## Contact us

If you want to share your views or get involved in our work you can contact us in a number of different ways:

**email:** [CSSIWComms@wales.gsi.gov.uk](mailto:CSSIWComms@wales.gsi.gov.uk)

**telephone:** 0300 062 8800

**website:** [www.cssiw.org.uk](http://www.cssiw.org.uk)

**twitter:** [www.twitter.com/cssiw](http://www.twitter.com/cssiw)

or **by post** at the following address:

CSSIW National Office  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ