

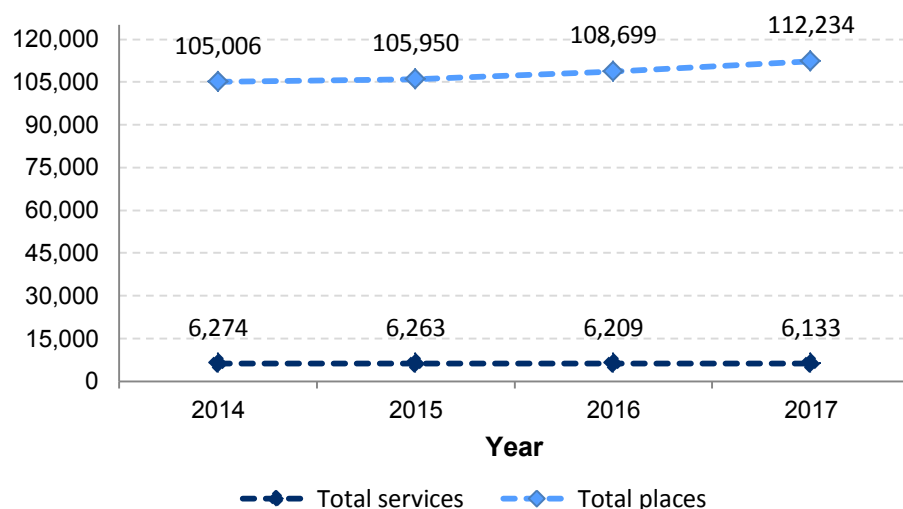
Services and places regulated by CSSIW, 31 March 2017

20 June 2017
SDR 63/2017

Key results

- The number of services registered at any one time remains relatively unchanged, even though changes in registrations occur throughout the year.
- 6,133 services with 112,234 places were registered with CSSIW as at 31 March, a total decrease of 76 services and a 3.3 percent increase of 3,535 places since the same quarter the previous year (Chart 1, Table 1).
- 1,568 Adults' services with 25,753 places, a decrease of 14 (0.9%) services and an increase of 111 (0.4%) places since the same quarter the previous year (Table 2).
- 244 Children's services with 2,468 places, an increase of 3 (1.2%) services and 252 (11.3%) places since the same quarter the previous year (Table 3a, Table 3b).
- 4,321 Childcare and Play services with 84,013 places, a decrease of 65 (1.5%) services and an increase of 3,173 (3.9%) places since the same quarter the previous year (Table 4).
- A total of 499 Non compliance notices (i.e. 258 open and 241 closed) and 3,956 Concerns recorded by CSSIW (Chart 2, Chart 3, Table 5).

Chart 1: Services and places regulated by CSSIW in Wales as at 31 March 2017



About this release

The Care and Social Services inspectorate Wales (CSSIW) is responsible for regulating a range of social care services for children and adults to make sure they are safe for the people who use them.

This release presents key results for Wales as at 31 March 2017 on the numbers of services and places that are regulated by CSSIW, including Adult Services, Childcare and Play, Children's Services, and includes comparisons with results in previous years.

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Services and places regulated and inspected by CSSIW

A service is a collective name for an organisation or individuals regulated by CSSIW. Some services are registered to provide care for a maximum number of people – this is the number of registered places.

Places are not registered in Domiciliary Care, Nurses' Agencies, Adult Placement Schemes and those services that CSSIW do not register.

Table 1: Total number of services and places regulated by CSSIW

	31 March 2014	31 March 2015	31 March 2016	31 March 2017	% change from 2016
Adults' Services					
Services	1,603	1,594	1,582	1,568	-0.9
Places	26,240	26,191	25,642	25,753	0.4
Children's Services					
Services	225	230	241	244	1.2
Places	2,176	2,178	2,217	2,468	11.3
Childcare and Play					
Services	4,446	4,439	4,386	4,321	-1.5
Places	76,590	77,581	80,840	84,013	3.9
Total					
Services	6,274	6,263	6,209	6,133	-1.2
Places	105,006	105,950	108,699	112,234	3.3

Source: CSSIW business support system

There has been a continued decrease in the total number of services by 76 since the same quarter last year (March 2016) accompanied by a 3.3 percent increase in the total number of places. Overall there has been little change in the number of services regulated by CSSIW over the previous four years, although there have been some significant increases in the number of Children's Services and Childcare and Play places that are discussed in subsequent sections.

Adults' services

CSSIW is responsible for the registering and regulating of residential and nursing homes for adults of all ages, and regulate the agencies and organisations that provide care and support for people in their own homes and in the community through domiciliary care.

Adult Placement schemes are locally run schemes that enable up to two people who have care and support needs to live as part of a family or household?. Placements may be permanent, short term and periods of respite care.

Nurses' Agencies are organisations that provide private nursing services in the community and also support people with their personal care.

Table 2: Number of Adults' services and places regulated by CSSIW

	31 March 2014	31 March 2015	31 March 2016	31 March 2017	% change from 2016
Adult Placements					
Services	11	11	9	8	-11.1
Places ^(a)
Adult Residential					
Care Homes (Older Adults)					
Services	675	670	653	642	-1.7
Places	22,816	22,713	22,092	22,217	0.6
Care Homes (Younger Adults)					
Services	457	444	453	439	-3.1
Places	3,424	3,478	3,550	3,536	-0.4
Domiciliary Care					
Services	422	431	426	432	1.4
Places ^(a)
Nurses' Agencies					
Services	38	38	41	47	14.6
Places ^(a)
Total					
Services	1,603	1,594	1,582	1,568	-0.9
Places	26,240	26,191	25,642	25,753	0.4

Source: CSSIW business support system

(a) Places are not registered in domiciliary care, nurses' agencies, adult placement schemes and those services that CSSIW do not register.

The number of Adult services registered with CSSIW shows a decreasing trend for the last four years, with a small decrease in the number of Adult Placement and Adult Residential services – specifically in Care Homes for Younger Adults.

Compared with previous years there has been a reversal of trends with an increase in the number of places for Care Homes for Older Adults, with an increase of 125 (0.6%) registered places as of 31 March.

The number of Nurses' Agencies has continued to increase by 9 services (24%) between 2015 and 2017.

The number of Domiciliary Care Agencies has increased by 6 additional services (1.4%).

These changes have occurred against a backdrop of an increasing older population (aged 65+) together with an increasing emphasis on providing care and support for people in their own homes and in the community.

Children's services

Children's services regulated by CSSIW

These include a range of services from traditional care homes for looked after children, specialist placements for up to 52 weeks to respite services for children with a range of disabilities. CSSIW is also responsible for the inspection of welfare arrangements for children in specialist residential schools.

Table 3a: Number of Children's services and places regulated by CSSIW

	31 March 2014	31 March 2015	31 March 2016	31 March 2017	% change from 2016
Children's Residential					
Services	129	135	144	149	3.5
Places	595	597	637	670	5.2
Residential Special Schools					
Services	11	11	12	11	-8.3
Places	238	238	238	225	-5.5
Total					
Services	140	146	156	160	2.6
Places	833	835	875	895	2.3

Source: CSSIW business support system

The total number of Children's services and places regulated by CSSIW has increased by more than 2 percent over the last year.

Since 2014 there has been a continued increase in the number of Children's Residential services and places, with a 3.5 percent increase in services and a 5.2 percent increase in registered places when compared to the previous quarter.

The number of services for Residential Special Schools has remained unchanged over a 4 year period, with a decrease in place numbers by 5.5 percent since March 2016.

Children's services that are inspected by CSSIW

These are services and places that are regulated by the local authority but are inspected by CSSIW.

Children can be cared for by foster carers who look after them in their homes either for short periods of time or long term. CSSIW is responsible for inspecting agencies and local authorities to ensure that these services are able to meet children's needs and that they are protected from harm. Almost a half of the Fostering services registered are run by local authorities.

CSSIW inspects but does not register adoption services provided by local authorities and voluntary organisations. They provide services including the recruitment, assessment and approval of adults who wish to adopt a child and also support for the prospective adopters and children, including siblings.

CSSIW is responsible for the inspection of welfare arrangements for children resident in Boarding Schools and Further Education Colleges in Wales. Estyn is responsible for inspecting the education provision.

Table 3b: Number of Children’s services not registered but inspected by CSSIW

	31 March 2014	31 March 2015	31 March 2016	31 March 2017	% change from 2016
Fostering Services					
Services	50	48	49	47	-4.1
Places
Adoption Services					
Services	23	24	22	22	0.0
Places
Boarding Schools					
Services	9	10	11	11	0.0
Places	1,173	1,341	1,341	1,573	17.3
Further Education Colleges					
Services	3	2	3	4	33.3
Places	170
Total					
Services	85	84	85	84	-1.2
Places	1,343	1,341	1,341	1,573	17.3

Source: CSSIW business support system

The total number of Children’s services inspected by CSSIW has remained relatively stable over the last four years. However, there has been a significant increase in the total number of places by 232 (17.3%) since March 2016.

This increase in place numbers is a result of an increase in the number of Boarding School places from 1,341 to 1,573 during 2016 to 2017.

The number of Fostering services shows a gradual decrease of 3 (4.1%) services over a four year period.

Childcare and Play

As of 1 April 2016 the age limit for registration of Childcare and Play was extended from 8 to 12 years of age. CSSIW register and inspect day care for children under 12 years of age including Childminders, Nurseries and after school clubs according to the National Minimum Standards and Regulations (2010).

Table 4: Number of Childcare and Play services and places regulated by CSSIW

	31 March 2014	31 March 2015	31 March 2016	31 March 2017	% change from 2016
Childminders					
Services	2,456	2,437	2,416	2,340	-3.1
Places	12,739	12,720	15,552	16,531	6.3
Full Day Care					
Services	648	653	677	708	4.6
Places	27,023	27,505	28,622	29,732	3.9
Sessional Day Care					
Services	777	785	764	748	-2.1
Places	17,351	17,678	17,211	16,801	-2.4
Out of School Care					
Services	474	472	445	445	0.0
Places	16,747	16,808	16,518	16,660	0.9
Creches					
Services	33	33	28	28	0.0
Places	643	683	589	705	19.7
Open Access Play Provision					
Services	58	59	56	52	-7.1
Places	2,087	2,187	2,348	3,584	52.6
Total					
Services	4,446	4,439	4,386	4,321	-1.5
Places	76,590	77,581	80,840	84,013	3.9

Source: CSSIW business support system

As a result of the increase in the age limit for registration of Childcare and Play from 8 to 12 years, some of the most significant changes over the last three years can be seen in the increase in the number of Childcare and Play places now available. Total place numbers for Childcare and Play have increased by 3,173 (3.9%) during 2016 to 2017.

Since March 2016 the number of Childminders has decreased by 76 (3.1%), with an increase in the number of Childminder places by 979 (6.3%).

Full Day Care services and places have continued to increase over a four year period, with service numbers increasing by 60 (9%) and places by 2,709 (10%) during 2014 to 2017.

Sessional Day Care services and places have continued to decrease over a three year period, and since March 2016 there has been a 2.1 percent decrease in services and a 2.4 percent decrease in places.

Out of School Care and Creche services have remained relatively unchanged over a four year period. However, there was an accompanying increase of 142 (0.9%) Out of School Care places and an increase of 116 (19.7%) Creche places during 2016 to 2017.

Since March 2016 Open Access Play Provision has seen some of the most substantial changes within the Childcare and Play category. Service numbers have continued to decrease by 7.1

percent over the past year; however, place numbers have substantially increased by 1,236 (52.6%).

Non compliance notices and concerns

CSSIW takes enforcement action if a service does not comply with regulatory requirements or the conditions of their registration. A Non compliance notice records evidence of which regulations are not being met by a service and sets out a clear timescale for action and improvement. Compliance is then checked during a routine inspection schedule, if a service fails to improve then enforcement action is escalated to become a service of concern.

It is one of CSSIW aims to reassure the public about the quality of registered social care services in Wales. Both the public and members of staff of registered services are encouraged to raise a Concern to help identify poor quality services, this in turn helps improve standards of care through enforcement action (where necessary).

Table 5: Number of Non compliance notices and Concerns recorded by CSSIW as of 31 March 2017

	Non-compliances (a)	Concerns
Adults' Services	336	3,181
Adult Placements	0	6
Adult Residential	286	2,178
Domiciliary Care	50	980
Nurses' Agencies	0	17
Children's Services	24	346
Children's Residential	24	250
Residential Special Schools	0	5
Fostering Services	0	85
Adoption Services	0	3
Boarding Schools	0	2
Further Education Colleges	0	1
Childcare and play	139	429
Childminders	55	125
Childrens Day Care	84	304
Total	499	3,956

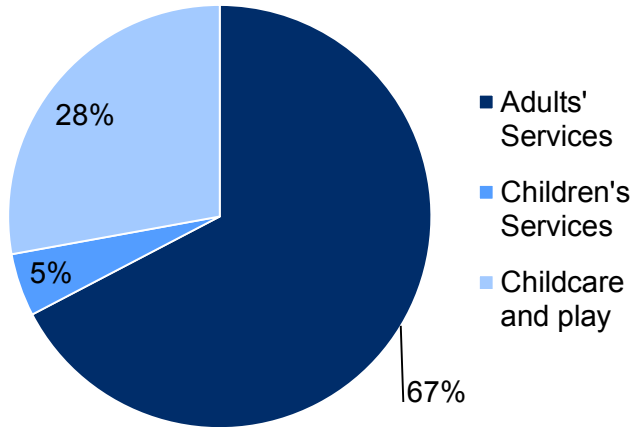
Source: CSSIW business support system

(a) The number of non compliance notices is the combined total for both open and closed non compliance notices recorded during the period 1 April 2016 to 31 March 2017.

Between April 2016 and March 2017 CSSIW recorded 499 Non compliance notices and 3,956 Concerns against a range of different service types. Further details are shown in Chart 2 and Chart 3.

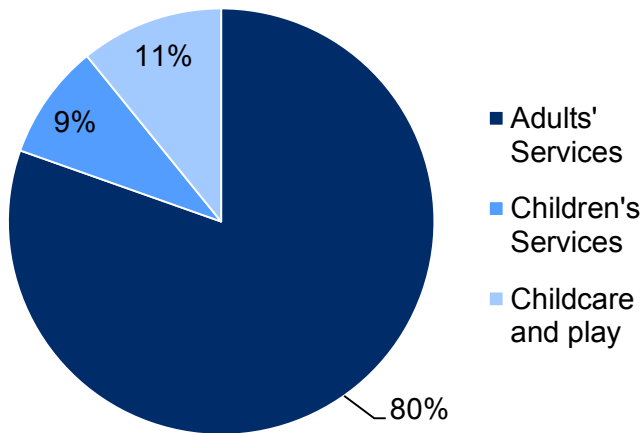
There is currently no timeline to compare this data with previous reporting years, but going forward trends on the numbers of Non compliance notices and Concerns will be summarised in future annual releases.

Chart 2: Non compliance notices recorded at 31 March 2017



- 499 non compliance notices were recorded for the reporting year.
- Two-thirds (67%) of all non compliance notices were recorded for Adult Services, with the largest proportion specific to Adult Residential care homes.
- Nearly 30 per cent of all non compliance notices were recorded for Childcare and Play.
- 5 percent of all non compliance notices were recorded for Children’s Services – and are specific to Children’s Residential homes.

Chart 3: Concerns recorded at 31 March 2017



- 3,956 concerns were recorded for the reporting year.
- A significant number of concerns (80%) were recorded for Adult Services, with the largest proportion recorded for Adult Residential care homes.
- 11 percent of concerns were recorded for Childcare and Play.
- Less than 10 percent of concerns were recorded for Children’s Services, with the largest proportion specific to Children’s Residential homes, followed by Fostering Services.

Glossary

Places	<p>Some services are registered to provide care for a maximum number of people – the number of registered places.</p> <p>Places are not registered in domiciliary care, nurses’ agencies, adult placement schemes and those services that CSSIW do not register (see “Registration”).</p>
Provider	<p>An organisation or individual who delivers a regulated social care or early-years service.</p>
Registration	<p>Most services providing care to people must be registered with CSSIW before they can operate. Those wishing to run services must apply to CSSIW for registration which includes interviews and site visit checks. Only services which demonstrate they are fit to run are allowed to be registered.</p> <p>Care services requiring registration include:</p> <p>Older and younger adult care homes, domiciliary care agencies, children’s homes, public sector and independent fostering agencies, public sector and voluntary adoption agencies, child-minders and crèches.</p> <p>Note that local authority fostering agencies, local authority adoption agencies, boarding schools, residential special schools and further education colleges are not registered with CSSIW but are regulated by CSSIW (see ‘Regulation’).</p>
Regulation	<p>Regulation of care services includes a wide range of activities by CSSIW to check that care services are safe and to encourage improvement. Regulation includes: Registration – deciding who can provide services; Inspection – inspecting services and publishing reports; and Enforcement – taking enforcement action, including issuing non compliance notices, cancelling a service’s registration and undertaking criminal prosecution. CSSIW does not investigate complaints but does follow up on concerns, normally by undertaking an inspection of the service.</p>
Regulations	<p>Regulations are legal requirements for running services determined by the National Assembly for Wales, enforced by CSSIW on behalf of Welsh Ministers.</p>
Services	<p>This is a collective name for an organisation or individuals regulated by CSSIW.</p>
Childcare and play	<p>Includes the following services for children under 12 years of age:</p> <ul style="list-style-type: none">Full Day CareChild-mindersOut of School CareSessional Day CareCrèchesOpen Access
Children’s services	<p>Includes the following services:</p> <ul style="list-style-type: none">Children’s HomesResidential Family CentresPublic sector and independent fostering agenciesPublic sector and voluntary adoption agenciesBoarding schools which accommodate students under 18Residential special schools which accommodate students under 18Further education colleges which accommodate students under 18Secure unit (included in figures for children’s homes due to small numbers)
Adults’ services	<p>Includes the following services:</p> <ul style="list-style-type: none">Older Adult Care Homes (65 years old and over)Younger Adult Care Homes (under 65 years old)Adult Placement SchemesDomiciliary Care AgenciesNurses’ Agencies

Key quality information

Background

CSSIW is the regulator for social care and social services in Wales, from child minders and nurseries to homes for older people, and it aims to:

- Provide independent assurance about the quality and availability of social care in Wales
- Safeguard adults and children, making sure that their rights are protected;
- Improve Care by encouraging and promoting improvements in the safety, quality and availability of social care services
- Inform policy, standards and provide independent professional advice to the people developing policy, the public and social care sector.

CSSIW encourages the improvement of social care and social services by:

- regulating
- inspecting and reviewing
- providing professional advice to Ministers and policy makers.

Source of statistics

The information in this release is derived from the CSSIW Business Support system that is used to register and regulate care services across Wales. The information only relates to regulated services current to 31 March 2017. CSSIW is in the process of reviewing the regulatory process and systems.

Relevance

We believe the key users of information on regulated services in Wales (apart from CSSIW's core use) are:

- Welsh Government Ministers
- Department for Health and Social Services
- Assembly Members and the Members' Research Service in the National Assembly for Wales
- National Health Service
- The Office for National Statistics
- Local government unitary authorities (elected members and officials)
- Students, academics and universities,
- Other areas of the Welsh Government
- Other government departments
- Individual citizens and private companies.

Apart from CSSIW's core use of the information these statistics are used in a variety of ways.

Some examples of these include:

- Advice to Ministers
- Unitary authority comparisons and benchmarking
- To inform debate in the National Assembly for Wales and beyond

- To provide information to commissioners of care services

Accuracy

The statistics presented here are based off the administrative system used by CSSIW. The data is open to inspectors, business support staff and other CSSIW to make changes and additions to service records. While this ensures the data is up to date, it can result in inaccuracies and inconsistencies, due to the range of people with access to the system. Therefore, individual data items may not be accurate at the time of reporting. CSSIW is in the process of reviewing this system with the aim of improving its accuracy.

The data held in the CSSIW system is verified during inspections, the annual Self Assessment Statement of Services (SASS) and through local authority engagement. It is planned that through improved online services, the data will be more regularly updated and verified. There is a requirement on services to notify CSSIW of any changes to their service, but these notifications are not verified until the next inspection takes place. However, the data is regularly checked for consistency, and regular reviews and updates are made.

Symbols

The following notation is used in these tables:

- . = the data item is not applicable
- .. = the data item is not available
- = the data item is not exactly zero, but estimated as zero or less than half the final digit shown
- * = the data item is disclosive or not sufficiently robust for publication

Disclosure and rounding

Rounding has been applied to the information in these tables or the supporting tables on StatsWales. This is because only some of this information can also be found on CSSIW's Directory of Regulated Services.

Timeliness and punctuality

CSSIW's Business Support system is continually updated as part of the inspectorate's day to day work of regulation. Publication relates to snapshots of the system taken on the last day of the financial year (31st March). Therefore published information is available for the whole financial year. The release is then produced and published as soon as possible.

Accessibility and Clarity

This statistical release is published on the Annual Statistical Release section of the CSSIW website. More detailed information is published quarterly to accompany this release on the Welsh Government's statistics dissemination tool, StatsWales. This includes further breakdown by service type and local authority: www.statswales.wales.gov.uk/index.htm

Comparability and coherence

Registration, de-registration and changes to registration occur throughout the year although in general the number of services registered at any one time is fairly consistent. Therefore the figures included in this release are broadly comparable to those in previous releases. However, CSSIW moved from a quarterly to annual report in 2015/16. Therefore releases prior to this may not be comparable with this publication.

Revisions policy

As data is taken from an administrative system and gives a picture of activity recorded at a specific date, data will not be revised each quarter. This picture may not be exact as information may not be entered on the system until a later date (i.e. next quarter) and the next quarter may include some data from the previous quarter that was recorded 'late'. However, the number of cases involved is likely to be small.

Related publications

- CSSIW publishes additional information on activities in regulated services on an annual basis in the Chief Inspector's Annual Report. The Annual Report can be found at the following link: <http://cssiw.org.uk/our-reports/annual-reports/?lang=en>
- Lists of regulated services and their latest inspection reports are available on the Directory of Regulated Services: <http://cssiw.org.uk/our-reports/regulated-reports/?lang=en>

Further information

Further information can be found on CSSIW's website:

www.cssiw.org.uk

National Statistics status

The [United Kingdom Statistics Authority](#) has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Official Statistics](#).

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Official Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators (“national indicators”) that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on indicators and associated technical information - [How do you measure a nation's progress? - National Indicators](#)

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

Further details

Further information can be found on [CSSIW's website](#).

The document is available [CSSIW Services and Places 2016-17](#).

Next update

CSSIW annual release of regulated services and places - 31 March 2018.

We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to CSSIWAnalysts@wales.gsi.gov.uk.

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