

# From Response to Recovery - our approach to assurance in the recovery phase

## Our approach to recovery

Our approach to recovery is in the context of continued community transmission of COVID-19. Any action we take will be in line with Welsh Government and Public Health Wales guidance.

## Overview of our principles

- **Putting people first:** the voice and well-being of people remains at the heart of our work underpinned by a rights based approach.
- **Being risk based and responsive:** we will take a risk based, proportionate and timely approach to our work
- **Being intelligence led:** our work will be informed by data and intelligence
- **Working collaboratively:** we will continue to listen, share information and work collaboratively to drive improvement
- **Reflecting and learning:** we will learn from new approaches to inform our next phase (renewal)

## Other activities we are planning to take

- **Communications:** social media campaigns and articles and information via our website
- **Reports:** publishing inspection reports and other CIW reports we temporarily paused publication of
- **Data:** sharing intelligence with key partners to inform planning for a second wave

## Our approach to registration

- prioritising new applications and variations for registration to help create additional capacity
- liaising with partners to maintain oversight of services providing 'surge capacity'

## Our approach to monitoring

- seeking feedback from people and considering information, notifications and concerns
- increasing our engagement activities including working with local authority and health board commissioners and keeping in regular contact with services

## Our approach to inspections

- undertaking virtual/on-site inspections if we have concerns about the safety and well-being of people
- ensuring our staff are protected and do not pose a risk of infection transmission

## Our approach to enforcement

- investigating services operating without registration
- continuing criminal investigations already underway