**Question and answer session from CIW’s March 2021 online enforcement events**

**Questions from the adult and children's services session**

* Given that the enforcement policy has now changed, what happens to outstanding [non-compliance] notices that have been met but not recognised yet by CIW?

Where an existing non-compliance notice has been issued, this will be followed up through inspection.

* When is a service deemed to be non-registered?

Our registration guidance sets out the services required to register under the Regulation and Inspection of Social Care (Wales) Act. A copy of this guidance can be found here: <https://careinspectorate.wales/sites/default/files/2020-02/200131-risca2016-reg-guidance-en.pdf>.

**Questions from the childcare and play services session**

* Will providers receive a summary of how non-compliances will be reported within the new guidance?

Where we have previously identified non-compliance (for those where we had issued a notice and for those where a notice was not issued), and the non-compliance continue to be open and not tested, these will appear within the summary table of the inspection report. They will appear as either achieved or not achieved depending on the circumstance. Where we have issued a priority action notice, the details of the non-compliance will be set out in the priority action notice.

* Is this new reporting procedure relevant for childminders?

Yes it is.

* When is this change starting please?

The updated enforcement policy is already in force.

* Do you feel like changes need to be made in settings such as the Mudiad where volunteers, who are not always at the setting, are registered persons?

We work to the relevant regulations, and we meet with policy colleagues in Welsh Government regularly to discuss any feedback we receive about those regulations.