

Self Assessment of Service Statement FAQ's



What does SASS stand for?

Self Assessment of Service Statement.

I am a voluntary suspended service, do I need to complete the SASS?

No. If the service is currently voluntary suspended a SASS does not need to be submitted.

Who needs to complete the SASS?

It is a legal requirement that all childcare and play settings registered before 31 December 2024 must complete a SASS. Any Responsible Individual, Registered Person or Organisation Officer who has completed their identity assurance checks with CIW and activated their CIW Online Account can complete the SASS.

I am the Responsible Individual but I am currently absent from the service, am I able to access the SASS and complete it?

Yes. If the RI is absent they are still able to access the SASS and submit it.

How is the SASS completed?

The SASS must be completed and submitted via [CIW Online](#). There is no paper option available.

When will the SASS open and close to providers?

The SASS will open on the 31st of January 2025 and close on the 14th March 2025

Our company has several settings registered. Can more than one person access the SASS?

Multiple users can access the SASS at any one time to assist providers to complete it efficiently. If another online user is accessing the SASS an on-screen message will be displayed informing the user who else is currently editing the SASS. If multiple users are accessing the form, CIW Online will prevent the same user from accessing the same service. This rule prevents the corruption of information already added.

I haven't completed a Quality of Care Review – what do I do?

You must complete this section if your service was registered on or before 31 January 2024. You will not be able to submit the SASS until you complete this section. If you have not undertaken a Quality of Care Review this year, you can upload a word document, setting out the reason why and plans to do so. This will be discussed at your next inspection.

Why do I keep getting 'Unable to Display Page' when selecting the 'Open SASS' button via the homepage?

If an online user does not have the relevant permissions to access the SASS e.g. they are an online assistant or an RI/RP/Organisation Officer who has not activated their CIW Online account, on opening the SASS they will receive this message. Please call us on 0300 7900 126 and select option 4.

Do I have to complete the SASS in one sitting?

No. The SASS can be completed over a period of time. All progress can be saved during or at the end of each sitting.

Can I print a copy of the SASS before I submit it?

Yes, you are able to print a copy of the completed SASS before it is submitted via the 'Declare and Submit' section. However, you will not be able to print off a copy until all questions within the SASS have been answered.

Can I access previously submitted SASS submissions?

Yes. See your SASS Homepage

Will I be able to access the SASS information once submitted?

No. The SASS form will not be accessible to edit after the closure date even if it has been started but not submitted. After the closure date, if the SASS was submitted, you will be able to access a PDF version of the SASS via the SASS Homepage of your online account.

I have submitted the SASS but I have noticed that some of the information was wrong can CIW re-open it?

Yes. As long as the deadline for the SASS has not been reached, CIW are able to reset the SASS to draft allowing you to make any changes required.

I am an RI who has completed the SASS for my service but others RI's for other services haven't finished theirs, can I submit my service return only?

No. The SASS is a provider based return rather than a service return therefore all services associated to the provider must be completed in order for the SASS to be submitted. Every section of the SASS must be 100% complete before a representative of the provider can submit the whole return.

How do I know if CIW have received my completed SASS?

When submitted via CIW Online you will see an on-screen message confirming that the SASS has been successfully submitted. You will also receive a confirmation email confirming that the transaction has been successfully submitted. If the email has not been received, users should check their 'Junk' email folder. The SASS icon will display with a 'Status' of 'Submitted' and a 'Submitted Date'.