

Sent via email to:

Dyddiad / Date: 30/09/2020

Dear

### **ATISN 14279 – Freedom of Information Request - Inspections**

Thank you for your request which we received on 2 September 2020.

You asked:

- 1. What inspections activities does Care Inspectorate Wales perform?***
- 2. How many inspections (of each type if possible) were performed in 2019/20?***
- 3. How many inspectors do you employ, and what was the annual cost of these inspectors in 2019/20 (financial year)?***
- 4. Do you use third parties to perform these inspections? If so, who did you use, and what was the annual spend in 2019/20?***
- 5. What information management system, if any, do you use to manage the inspections, and what was the annual spend on this in 2019/20?***

The information you requested is enclosed at Annex 1 to this response.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

Arolygiaeth Gofal Cymru (AGC)  
Swyddfeydd Llywodraeth  
Sarn Mynach  
Cyffordd Llandudno  
Conwy  
LL31 9RZ

Care Inspectorate Wales (CIW)  
Government Offices  
Sarn Mynach  
Llandudno Junction  
Conwy  
LL31 9RZ

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

or Email: [Freedomofinformation@gov.wales](mailto:Freedomofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

## Annex 1

### Freedom of Information request ATISN 14279

#### 1. What inspections activities does Care Inspectorate Wales perform?

The “**What we do**” page of our website sets out what we do, our core values, what services we regulate and inspect and how we carry out our functions. This page can be found via the following link: <https://careinspectorate.wales/about-us/what-we-do>.

The “**Our Inspections**” page of our website provides further details on how we inspect and includes a link to our “**Code of Practice for Inspection of Regulated Services**” which describes the types of inspections we carry out in regulated services. This page can be found via the following link: <https://careinspectorate.wales/providing-a-care-service/our-inspections>

#### 2. How many inspections (of each type if possible) were performed in 2019/20?

The following table sets out the number of inspection carried out on regulated services from 1 April 2019 to 31 March 2020. Please note that routine inspections were paused from 16 March 2020 due to the COVID-19 pandemic.

Service type	Registration	Post Registration - Full	Focused	Full	Total
Boarding School	-	-	-	5	5
Care Home Service (includes children’s homes)	2	4	91	891	988
Child Minder	106	99	28	306	539
Childrens Day Care	221	122	78	478	899
Domiciliary Support Service	-	-	19	171	190
Residential Family Centre	-	-	-	1	1
Residential Special School	-	-	-	3	3
Secure Accommodation Service	-	-	-	1	1
<b>Total</b>	<b>329</b>	<b>225</b>	<b>216</b>	<b>1,856</b>	<b>2,626</b>

In addition, CIW carried out the following Local Authority inspection activity:

- Seven joint inspections with Health Inspectorate Wales [HIW] focusing on the promotion of independence and preventative services for people aged 65 and over.
- Four inspections of children services focusing on early help, care and support and transition arrangements for disabled children.

- We contributed towards HIW's review of three community mental health teams.
- One joint inspection of child protection arrangements (JICPA).
- Focused inspection work activity in all local authorities' children and adults departments.
- Joint inspection of a Youth Offending Service with HMI Probation.
- Engagement activity with older adults in 15 local authorities where we did not undertake an inspection of older adults.
- 22 local authority annual performance review letters.

**3. How many inspectors do you employ, and what was the annual cost of these inspectors in 2019/20 (financial year)?**

We currently employ 130 Inspectors. The annual cost of inspector roles in 2019/20 financial year was £6,577,695.

**4. Do you use third parties to perform these inspections? If so, who did you use, and what was the annual spend in 2019/20?**

Yes, some inspections were carried out by Fee Paid Inspectors who are contracted directly by CIW. During 2019/20, 23 Fee Paid Inspectors were used with a total spend of £165,236.07.

**5. What information management system, if any, do you use to manage the inspections, and what was the annual spend on this in 2019/20?**

We use a Customer Relations Database (CRM) known as "CaSSI" to manage all of our regulated activity work including inspections, registrations, concerns, notifications, safeguarding and to log enquiries.

In 2019/20 our total spend on the system was £1,077,378.72

This cost includes spend on all areas of the system. This included the running and maintaining of the system and some key areas of development to support our work. In particular, the development of our online services has enabled us to continue our work effectively during the ongoing pandemic, meet the increased demands arising from it, and providing up to date information to our stakeholders and key partners.