



WLGA • CLILC



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

**Protocol between  
Care and Social Services Inspectorate Wales  
and  
Children's Commissioning Support Resource**

**May 2010**



## Revision history

This document was prepared by:

Date	Name	Team	Role
2007	SG	CSSIW Methodology Team Original protocol with WLGA Version 1	Strategic Director

Date	Document Version	Document Revision Description	Document Updated By
April 2009	2	Draft protocol with the Local Government Data Unit (LGDU) because CCSR no longer hosted by WLGA.	RW (CSSIW) HJ (LGDU)
August 24 <sup>th</sup> 09	3.1	Revision of above draft protocol using new CSSIW protocol framework	RW (CSSIW) AW (CCSR) JS (LS)
Sept 09	3.2	Changes following legal advice and wider consultation	RW (CSSIW)
Dec 09	3.3	Changes to signatories and amendment to para 5.1	
May 10	3.4	Amendments following consultation with Chief Inspector	JC (CSSIW) JB (CSSIW)

Approval Date	Approved Version	Approver Role	Approver
Nov 09	3.2	Assistant Chief Inspector, Innovation	MEP (CSSIW)
May 10	3.4	Chief Inspector	IR (CSSIW)

**THIS PROTOCOL IS BETWEEN CARE AND SOCIAL SERVICES  
INSPECTORATE WALES (CSSIW)  
and the  
CHILDREN'S COMMISSIONING SUPPORT RESOURCE  
PROJECT (CCSR) HOSTED BY THE LOCAL GOVERNMENT  
DATA UNIT**

**Section 1: Introduction**

1.1 This Protocol sets out the working arrangements between Care and Social Services Inspectorate (CSSIW) and the Children's Commissioning Support Resource project (CCSR) hosted by the Local Government Data Unit.

**Section 2: The Purpose and Scope of this Protocol**

2.1 This protocol -

- Establishes the respective roles and responsibilities of CSSIW and CCSR
- Explains how CSSIW and CCSR will work together
- Establishes the basis upon which CSSIW and CCSR will share information

**Section 3: The Role and Responsibilities of Care and Social Services Inspectorate Wales**

3.1 CSSIW provides a citizen-centred regulation and inspection service. The purpose of CSSIW is to encourage the improvement of social care, early years and social services by regulating, inspecting, reviewing and by providing professional advice. CSSIW also responds to complaints and protection concerns. CSSIW aims to raise standards, improve quality, promote best practice and inform people about social care and social services. CSSIW provides an annual report, which includes information on the size, shape and quality of services in Wales.

3.2 CSSIW undertakes the functions and duties of the Welsh Ministers in relation to social care under the Care Standards Act 2000.

3.3 CSSIW is an operationally independent division of the Welsh Assembly Government. It is headed by the Chief Inspector who is supported by 4 Assistant Chief Inspectors. The Service Regulation and Inspection arm (SR&I) manages its operational activity through a structure of four regional offices across Wales. Each region is managed by a Regional Director. The SR&I arm of CSSIW regulates the following services for children that are subject to this protocol:

- children's homes including secure children's homes
- public sector and independent fostering providers

3.4 CSSIW also regulates a range of other services for children and adults.

3.5 The Regulations and National Minimum Standards for each service are made by the Welsh Ministers. They impose a framework for the provision of

quality services on the sector and CSSIW uses them as the basis for its regulatory work.

3.6 Inspection reports on individual services are published which comment on the quality of the service provided. These reports are produced following inspection. The services subject to the protocol between CSSIW and CCSR are inspected annually.

3.7 There are occasions when services do not meet the requirements of the regulations and CSSIW deals with these concerns by means of enforcement action. This can, ultimately, result in criminal or civil proceedings. All services are liable to enforcement action for breaches of the regulations.

## **Section 4: The Roles and Responsibilities of the Children's Commissioning Support Resource**

4.1 CCSR provides a support resource to Welsh Local Authorities for their commissioning activity with regard to Looked After Children. It is hosted by the Local Government Data Unit Wales.

4.2 CCSR manages a secure database of looked after placement provision available to Local Authorities from providers across public, private and voluntary sectors. This secure system is accessible via the internet and is password protected. The database is managed and maintained by the Local Government Data Unit.

4.3 CCSR provides up to date information on providers across Wales. It is vital that this information is accurate and up to date. The key source for up to date information about newly registered and cancelled, suspended or reduced provision is the Service Regulation and Inspection arm of CSSIW.

## **Section 5: Joint Working Arrangements**

5.1 To achieve 4.3, under the terms and conditions of a secondment agreement, a named person employed by the Local Government Data Unit Wales will work on a part time basis at the Welsh Assembly Government premises and manually access the information held by CSSIW.

5.2 CSSIW will provide CCSR with access to the following information relating to individual regulated services:

- The annual Inspection report and where in exceptional circumstances there are any further inspection reports;
- Copies of all completed complaint reports;
- Enforcement activity at stage 2 of the CSSIW enforcement policy and beyond;
- Any changes to conditions of registration that will impact on service provision e.g. reducing placement numbers;
- New registrations;
- Cancelled or suspended registrations

5.3 CCSR will provide CSSIW with the following information relating to individual services

- Any concerns about the factual accuracy of registration details;
- Any concerns / issues about providers that come to CCSR's attention;
- Access to the CCSR database to cross reference data;
- Any discrepancies between registration conditions and what the provider claims they provide on the CCSR database.

5.4 CCSR will utilise a facility built into the database to conceal a service from Authorities where they decide that this is necessary based on the information they have available.

5.5 CCSR will ensure that providers are clear that they should not use CCSR as a conduit for information between them and CSSIW and that their legal obligation is to inform CSSIW directly.

## **Section 6: Information Sharing**

### **6.1 Purpose of Sharing Information**

6.1.1 In order for CCSR to fulfil its responsibilities to Local Authorities, it needs to have clear and accessible up to date information about children's services in Wales. The exchange of information will allow CCSR to up date its records and provide a conduit for information to be given to CSSIW where relevant.

### **6.2 Principles for sharing information**

- Disclosure of information must be conducted within the legal framework of the Data Protection Act 1998 and the Human Rights Act 1998 and in compliance with the Common Law Duty of Confidence;
- CSSIW and CCSR will comply with the WAG Information Security Policy;
- If there are concerns relating to child protection issues the relevant local child protection procedures must be followed without delay;
- Each organisation is responsible for the quality and accuracy of data; CSSIW regional staff will ensure that data is entered onto QA (the CSSIW database) in a timely manner and is properly coded.
- CSSIW will not be able to disclose to CCSR any information or evidence gathering activity that might compromise the regulatory process or any possible enforcement action.
- CCSR will be mindful that information they place on the database should not commercially disadvantage any service provider but will keep the protection of children's welfare as their priority at all times.
- CSSIW will not share information about any child protection investigations. It is the responsibility of the relevant local authority to provide CCSR with information about child protection investigations.

## **Section 7: Measuring Success**

7.1 This protocol is intended to be a live document and will be used to check working practice against the protocol at meetings between CSSIW and CCSR.

7.2 In the event of something going wrong, CSSIW and CCSR will use this protocol as a benchmark to ensure that lessons are learned and noted.

**Section 8: Resources**

8.1 Meetings between CSSIW and CCSR will be held every three months. Matters agreed at these meetings will be noted and a record kept by both parties. Responsibility for arranging, hosting, chairing and secretariat services will be by mutual agreement. Any relevant costs will be shared.

**Section 9: Review of Protocol**

9.1 CSSIW and CCSR will review the operation of this protocol every three years unless required sooner as agreed by both parties.

**Section 10: Signatures**

<p><b>Imelda Richardson</b></p> <p>Chief Inspector, Care &amp; Social Services Inspectorate Wales</p> <p>Signed.....</p> <p>Date.....</p>	<p><b>Andrew Stephens</b></p> <p>Director, Local Government Data Unit Wales and representing the CCSR Project Board.</p> <p>Signed.....</p> <p>Date.....</p>
---	--