Services and places regulated by CIW, 31 March 2018
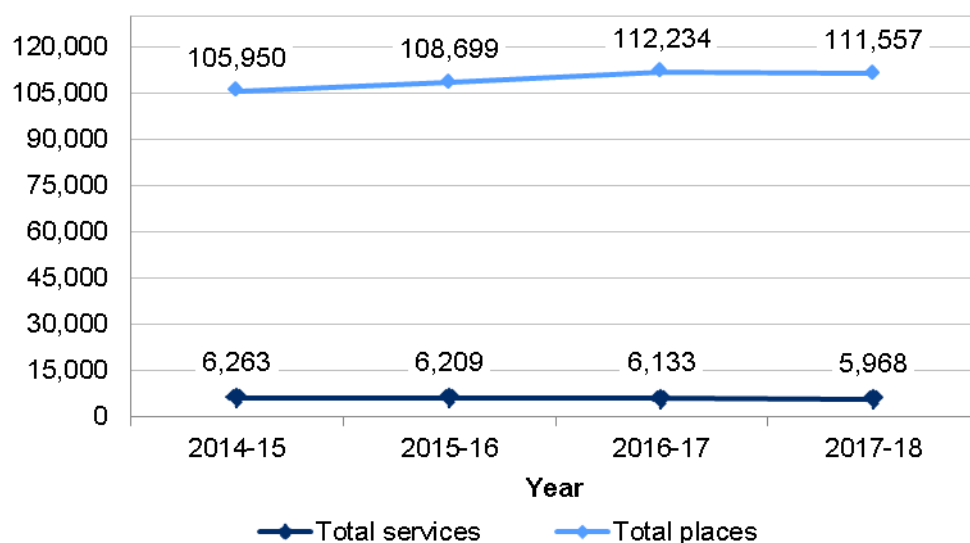
Key results

- The number of services registered at any one time remains relatively unchanged, even though changes in registrations and cancellations occur throughout the year. A total of 5,968 services and 111,557 places were registered with CIW as at 31 March 2018. This includes all registered and suspended services. There was a loss of 165 services (almost 3 percent drop) and 677 places (0.6 percent drop) compared to the previous year.

- Compared to the previous year, Adult services increased by 11 (0.7 percent) and places increased by 240 (less than 1 percent). Children's services increased by 8 (3.3 percent) and places increased by 31 (1.3 percent). Childcare and Play services decreased by 184 (4.3 percent drop) and places decreased by 948 (more than 1 percent drop).

- The number of new service registrations was 371, 74 percent of these were for Childcare and Play. The number of service cancellations was 507, 87 percent of these were also for Childcare and Play.

- A total of 2,427 non-compliance notices and 3,419 concerns were recorded by CIW against services.

Services and places regulated by CIW

About this release

The Care Inspectorate Wales (CIW) is responsible for regulating a range of social care services for adults and children to ensure they are safe for the people who use them.

This release summarises the key results for Wales of numbers of services and places regulated by CIW, as at 31 March 2018. It includes Adult Services, Childcare and Play, Children's Services, and includes comparisons with end of year results for previous years.

In this release

Statistician: Claire Davies ~ 0300 062 8607 ~ CIW.Analysts@gov.wales   This report is also available in Welsh

Enquiries from the press: 0300 7900 126   Public enquiries : 0300 7900 126   Twitter: @care_wales

1. Services and places regulated by CIW

A service is a collective name for an organisation or individual(s) that are regulated by CIW. Some services are registered to provide care for a maximum number of people – this is the number of registered places. Places are not registered for Adult Placements, Domiciliary Care, Nurses Agencies and those services that CIW do not register such as Fostering services, Adoption services and Further Education Colleges.

Table 1.1: Total number of services and places regulated by CIW

	2014-15	2015-16	2016-17	2017-18	Change (a) Level	Change (a) Percentage
Adults' Services						
Services	1,594	1,582	1,568	1,579	11	0.7 ⬆
Places	26,191	25,642	25,753	25,993	240	0.9 ⬆
Children's Services						
Services	230	241	244	252	8	3.3 ⬆
Places	2,178	2,217	2,468	2,499	31	1.3 ⬆
Childcare and Play						
Services	4,439	4,386	4,321	4,137	-184	-4.3 ⬇
Places	77,581	80,840	84,013	83,065	-948	-1.1 ⬇
Total						
Services	6,263	6,209	6,133	5,968	-165	-2.7 ⬇
Places	105,950	108,699	112,234	111,557	-677	-0.6 ⬇

Source: CIW business support system

(a) Change in services and places comparing 2016-17 and 2017-18

There has been a gradual drop in the overall number of services and places regulated by CIW over the last four years. Since 2016-17 the total number of services has decreased by 165 (2.7 percent drop) and places have decreased by 677 (0.6 percent drop). Overall there has been very little change in the number of Adult services and places regulated by CIW over the last four years. However, Children's services and Childcare and Play show greater fluctuations in service and place numbers. (*Table 3.1, Table 4.1*)

2. Adult services

CIW is responsible for registering and regulating residential and nursing homes for adults of all ages, from younger adults aged 18 to 65 and older adults over 65 years. This care sector includes agencies and organisations that provide care and support for people in their own homes and in the community through domiciliary care.

Adult Placement Schemes are locally run schemes that enable up to two people who have care and support needs to live as part of a family or household. These placements may be permanent, short term and provide periods of respite care.

Nurses Agencies are organisations that provide private nursing services in the community and support people with their personal care.

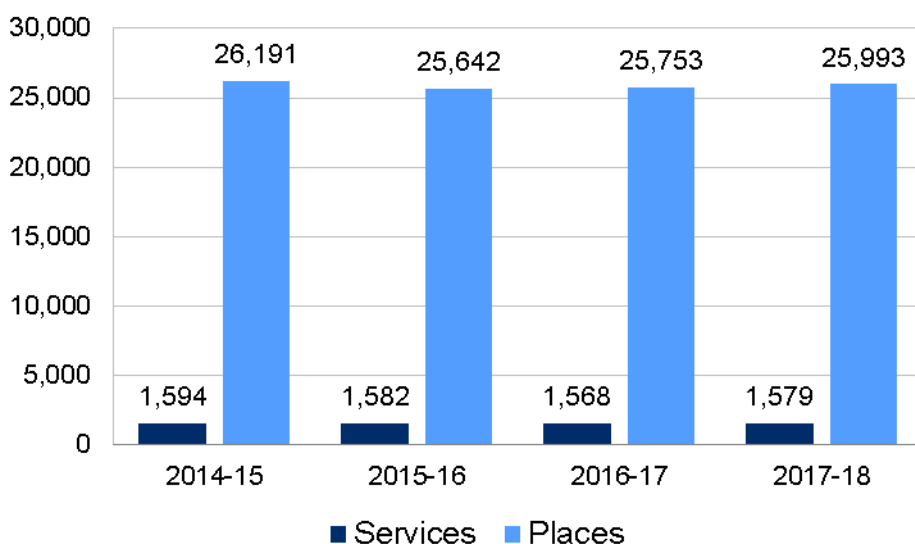## Table 2.1: Number of adult services and places regulated by CIW

	2014-15	2015-16	2016-17	2017-18	Change (a) Level	Change (a) Percentage
Adult Placements						
Services	11	9	8	8	0	0.0 ➡
Places (b)	.	.	.	.		
Adult Residential						
Care Homes (Older Adults):						
Services	670	653	642	643	1	0.2 ⬆
Places	22,713	22,092	22,217	22,466	249	1.1 ⬆
Care Homes (Younger Adults):						
Services	444	453	439	439	0	0.0 ➡
Places	3,478	3,550	3,536	3,527	-9	-0.3 ⬇
Domiciliary Care						
Services	431	426	432	437	5	1.2 ⬆
Places (b)	.	.	.	.		
Nurses' Agencies						
Services	38	41	47	52	5	10.6 ⬆
Places (b)	.	.	.	.		
Total						
Services	1,594	1,582	1,568	1,579	11	0.7 ⬆
Places	26,191	25,642	25,753	25,993	240	0.9 ⬆

Source: CIW business support system

(a) Change in services and places comparing 2016-17 and 2017-18
(b) Places are not registered in domiciliary care, nurses' agencies, adult placement schemes and those services that CIW do not register

Chart 2.1: Total number of Adult services and places regulated by CIW

The number of Adult services and places registered with CIW shows a relatively static trend for the last four years. There has been a reserved increase of 240 places offered by Adult Residential Care Homes in 2018 compared to the previous year. Nurses Agencies have increased by 14 over the last four years. A greater emphasis is now placed on services that provide care and support for people in their own home and in the community, especially for the increasing older population

(aged 65+). It is difficult to gauge at present whether this shift in service model is meeting expectations and demand, as CIW does not currently register place numbers for Domiciliary Care or Nurses Agencies[1].

3. Children's services

3.1: Children's services regulated by CIW

These include a range of services from traditional care homes for looked after children, specialist placements for up to 52 weeks and respite services for children with a range of disabilities. CIW is also responsible for the inspection of welfare arrangements for children in specialist residential schools.
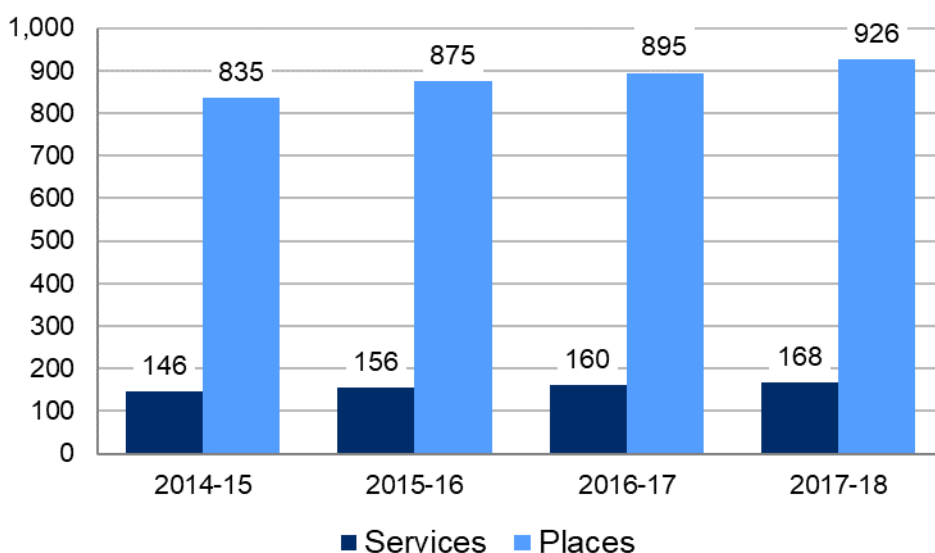
Table 3.1: Number of children's services and places regulated by CIW

	2014-15	2015-16	2016-17	2017-18	Change (a) Level	Change (a) Percentage
Children's Home						
Services	135	144	149	159	10	6.7 ⬆
Places	597	637	670	729	59	8.8 ⬆
Residential Special Schools						
Services	11	12	11	9	-2	-18.2 ⬇
Places	238	238	225	197	-28	-12.4 ⬇
Total						
Services	146	156	160	168	8	5.0 ⬆
Places	835	875	895	926	31	3.5 ⬆

Source: CIW business support system

(a) Change in services and places comparing 2016-17 and 2017-18

Chart 3.1: Total number of children's services and places

Children's Homes show an increase in demand for services and places over the last four years. Compared to the previous year there were an additional 10 Children's Homes (6.7 percent increase) providing an extra 59 places (8.8 percent increase). Over the last four years there has been a gradual decline in the number of registered Residential Special Schools and place numbers offered, compared with last year there is a loss of 2 services and 28 places.

3.2: Children's services regulated by Local Authorities

These are services and places that are regulated by the local authority but are inspected by CIW. They include a range of services such as Fostering and Adoption. Fostering services provide care for children by placing them with foster parents on either a short or long-term basis. Adoption services provide assessment and approval of adults who wish to adopt a child and or their siblings. CIW is responsible for inspecting agencies and local authorities to ensure these services are able to meet children's needs and that they are protected from harm.

CIW is responsible for the inspection of welfare arrangements for children resident in Boarding schools and Further Education colleges. Estyn is responsible for the inspection of education provision within these services.

Table 3.2: Number of children's services and places not regulated by CIW

	2014-15	2015-16	2016-17	2017-18	Change (a) Level	Change (a) Percentage
Fostering Services						
Services	48	49	47	46	-1	-2.1 🔻
Places	.	.	.	.		
Adoption Services						
Services	24	22	22	23	1	4.5 🔼
Places	.	.	.	.		
Boarding Schools						
Services	10	11	11	11	0	0.0 ➡
Places	1,341	1,341	1,573	1,573	0	0.0 ➡
Further Education Colleges						
Services	2	3	4	4	0	0.0 ➡
Places	.	.	.	.		
Total						
Services	84	85	84	84	0	0.0 ➡
Places	1,341	1,341	1,573	1,573	0	0.0 ➡

Source: CIW business support system

(a) Change in services and places comparing 2016-17 and 2017-18

There has been no significant change in the number of Children's services that are not regulated by CIW over the last year.

4. Childcare and Play

CIW register and inspect a range of full-time and part-time day care provision provided for children up to 12 years of age. This includes Childminders, Nurseries and after school clubs.
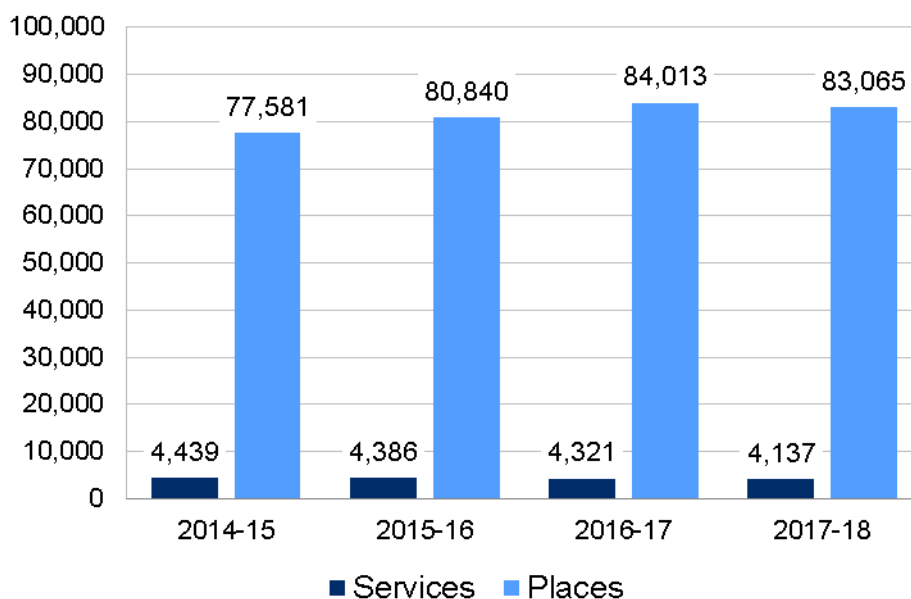
Table 4.1: Number of childcare and play services and places regulated by CIW

	2014-15	2015-16	2016-17	2017-18	Change (a) Level	Change (a) Percentage
Childminders						
Services	2,437	2,416	2,340	2,201	-139	-5.9 ⬇
Places	12,720	15,552	16,531	16,184	-347	-2.1 ⬇
Full Day Care						
Services	653	677	708	749	41	5.8 ⬆
Places	27,505	28,622	29,732	31,197	1,465	4.9 ⬆
Sessional Day Care						
Services	785	764	748	695	-53	-7.1 ⬇
Places	17,678	17,211	16,801	15,584	-1,217	-7.2 ⬇
Out of School Care						
Services	472	445	445	415	-30	-6.7 ⬇
Places	16,808	16,518	16,660	15,909	-751	-4.5 ⬇
Creches						
Services	33	28	28	27	-1	-3.6 ⬇
Places	683	589	705	657	-48	-6.8 ⬇
Open Access Play Provision						
Services	59	56	52	50	-2	-3.8 ⬇
Places	2,187	2,348	3,584	3,534	-50	-1.4 ⬇
Total						
Services	4,439	4,386	4,321	4,137	-184	-4.3 ⬇
Places	77,581	80,840	84,013	83,065	-948	-1.1 ⬇

Source: CIW business support system

(a) Change in services and places comparing 2016-17 and 2017-18

Chart 4.1: Total number of childcare & play services and places regulated by CIW

Greater fluctuations in services and places are apparent within the Childcare and Play sector. Compared to previous years there has been an overall decrease in total services (loss of 184) and

6

places (loss of 948). Full Day Care is the only area to show an expansion in growth over the last four years – as services have increased by 96 (14.7 percent) and places by 3,692 (13.4 percent). Childminders show an ongoing decline in service numbers and places, with 139 less services compared to the previous year (drop of almost 6 percent) and 347 less places (drop of 2.1 percent). Other part-time childcare and wrap-around services such as Sessional Day Care, Out of School Care, Crèches and Open Access Play Provision all show a larger erosion of service and place numbers since 2014-15.

5. Registrations and Cancellations

It is a legal requirement that all organisations and services that wish to provide social care or childcare in Wales must register with CIW. As an independent regulator CIW decides who can provide a care service after successfully completing a registration process within a given timescale. The numbers of service registrations do fluctuate for each reporting year.

Service cancellations are unrelated to enforcement activity carried out by CIW. There are many reasons why a service may be cancelled, for example - a change in personal or financial circumstances such as illness or death, retirement, dissolution of a service, and a change in ownership.
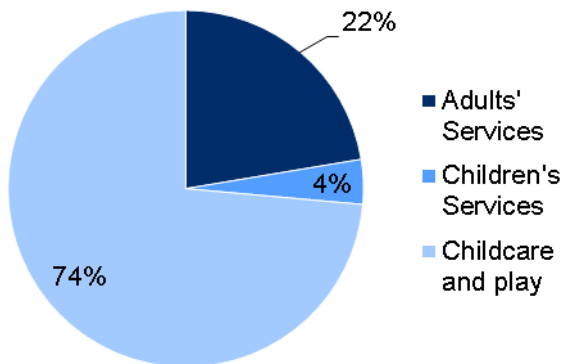
Table 5.1: Number of new registrations and cancellations recorded as of 31 March 2018

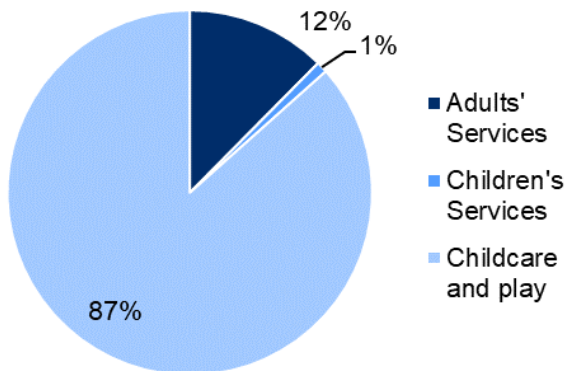|	Registrations		Cancellations		Level (a)	
	Services	Places	Services	Places	Services	Places
Adults' Services						
Adult Placements	.	.	.	.	.	.
Adult Residential	45	985	39	693	6	292
Domiciliary Care	32	.	23	.	9	.
Nurses' Agencies	6	.	1	.	5	.
Total	**83**	**985**	**63**	**693**	**20**	**292**
Children's Services						
Children's Home	14	65	4	26	10	39
Residential Special Schools	.	.	.	.	.	.
Fostering Services	.	.	1	.	-1	.
Adoption Services	1	.	.	.	1	.
Boarding Schools	.	.	.	.	.	.
Residential Family Centre	.	.	.	.	.	.
Further Education Colleges	.	.	.	.	.	.
Total	**15**	**65**	**5**	**26**	**10**	**39**
Childcare and play						
Childminders	141	1,159	270	1,601	-129	-442
Childrens Day Care	132	3,844	169	4,685	-37	-841
Total	**273**	**5,003**	**439**	**6,286**	**-166**	**-1,283**
Total all services	**371**	**6,053**	**507**	**7,005**	**-136**	**-952**

Source: CIW business support system

(a) Level shows the difference between the number of new registrations and cancellations for the reporting year 2018

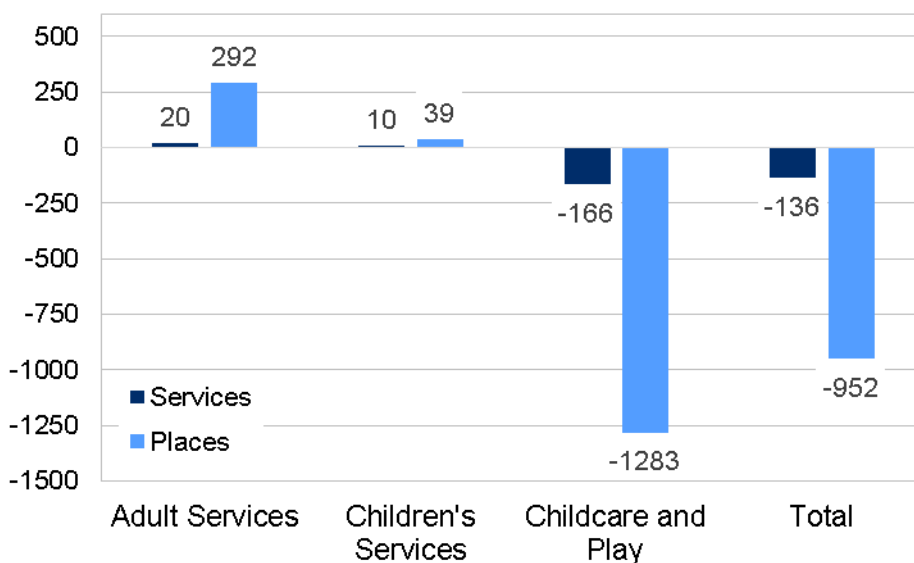## Chart 5.1: Service registrations recorded at 31 March 2018

- 371 new service registrations were recorded for the reporting year 2018, providing an additional 6,053 places.

- Almost three-quarters of new registrations (74 percent) were recorded for Childcare and Play, providing an extra 273 services and 5,003 places.

- Adult services accounted for just over one-fifth of new registrations (22 percent) with an extra 83 services and 985 places – the majority for Residential Care Homes.

- Children's services saw a smaller increase in new registrations compared to other care sectors (15 services and 65 places).

Chart 5.2: Service cancellations recorded at 31 March 2018

- 507 service cancellations were recorded for the reporting year 2018, with a loss of 7,005 places.

- Childcare and Play had the largest number of cancellations (loss of 439 services and 6,286 places). This sector accounted for 87 percent of all cancellations during the year.

- Both Adult services and Children's services accounted for fewer cancellations - 12 percent and 1 percent respectively.

Chart 5.3: The difference in numbers between new service registrations and cancellations as at 31 March 2018

Calculating the difference between the number of new registrations and cancellations for the reporting year, a small surplus in service numbers and places is recorded for both Adult Services and Children's Services. This effect is counterbalanced by a larger negative loss in service and

place numbers for Childcare and Play – a trend illustrating greater volatility of service registrations and cancellations within the childcare market. (*Table 5.1, Chart 5.3*).

6. Non-compliance and concerns

Enforcement action is taken by CIW if a service does not comply with regulatory requirements or the conditions of their registration. A non-compliance notice records evidence of which regulations are not being met by a service, it sets out a clear timescale for action and improvement. Compliance is then checked during a routine inspection schedule, if a service fails to improve then enforcement action is escalated to become a service of concern.

It is a prime objective of CIW to reassure the public about the quality of registered social care services in Wales. Both the public and members of staff of registered services are encouraged to raise a concern to help identify poor quality services. This in turn helps improve standards of care through enforcement action (where necessary).

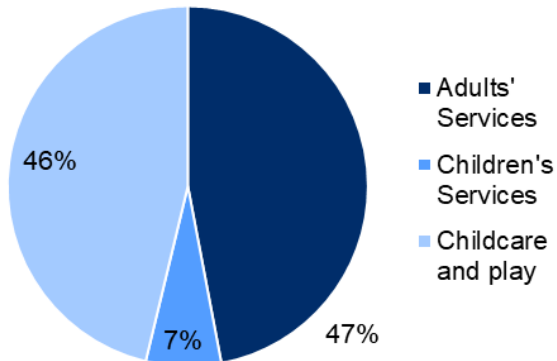**Table 6.1: Number of non-compliance notices and concerns recorded as of 31 March 2018**

	Non compliances notices (a)	Concerns
Adults' Services		
Adult Placements	.	5
Adult Residential	958	1,986
Domiciliary Care	191	738
Nurses' Agencies	.	25
Total	**1,149**	**2,754**
Children's Services		
Children's Home	158	156
Residential Special Schools	.	2
Fostering Services	7	31
Adoption Services	.	.
Boarding Schools	.	8
Residential Family Centre	.	1
Further Education Colleges	.	.
Total	**165**	**198**
Childcare and play		
Childminders	349	102
Childrens Day Care	764	365
Total	**1,113**	**467**
Total all services	**2,427**	**3,419**

Source: CIW business support system

(a) The number of non-compliances is the combined total for both open and closed non-compliances recorded during the period 1 April 2017 to 31 March 2018.
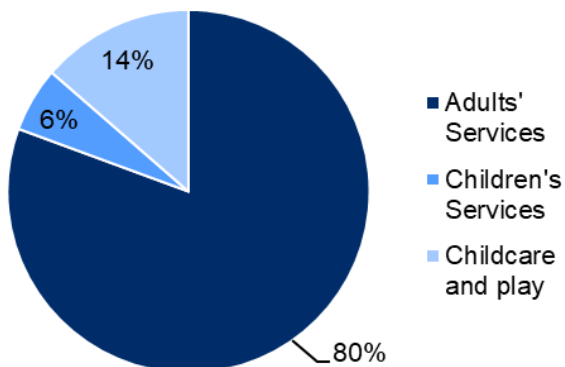
Over the past year, 2,427 non-compliance notices and 3,419 concerns were recorded against a range of different service types. (*Chart 6.1, Chart 6.2*).

Chart 6.1: Number of non-compliance notices recorded at 31 March 2018

- 2,427 non-compliance notices were recorded for the reporting year.

- Almost half of all non-compliance notices are for Adult services (47 percent) – most relate to Residential care homes.

- 46 percent of all non-compliance notices were for Childcare and Play services.

- Children's homes made up the majority of 7 percent non-compliance notices for Children's services.

Chart 6.2: Number of concerns recorded at 31 March 2018

- 3,419 concerns were recorded for the reporting year.

- A significant majority (80 percent) were for Adult services -1,986 concerns were reported for Residential care homes and 738 concerns for Domiciliary care.

- Nearly 15 percent of concerns were recorded for Childcare and play – the majority for Childrens Day Care.

- 6 percent of concerns were recorded for Children's services – the highest proportions of 156 for Children's homes and 31 for Fostering services.

Glossary

Places
Some services are registered to provide care for a maximum number of people – the number of registered places.
Places are not registered in domiciliary care, nurses' agencies, adult placement schemes and those services that CIW do not register (see "Registration").

Provider
An organisation or individual who delivers a regulated social care or early-years service.

Registration
Most services providing care to people must be registered with CIW before they can operate. Those wishing to run services must apply to CIW for registration which includes interviews and site visit checks. Only services which demonstrate they are fit to run are allowed to be registered.
Care services requiring registration include:
Older and younger adult care homes, domiciliary care agencies, children's homes, public sector and independent fostering agencies, public sector and voluntary adoption agencies, child-minders and crèches.
Note that local authority fostering agencies, local authority adoption agencies, boarding schools, residential special schools and further education colleges are not registered with CIW but are regulated by CIW (see 'Regulation').

Regulation
Regulation of care services includes a wide range of activities by CIW to check that care services are safe and to encourage improvement. Regulation includes: Registration – deciding who can provide services; Inspection – inspecting services and publishing reports; and Enforcement – taking enforcement action, including issuing non compliance notices, cancelling a service's registration and undertaking criminal prosecution. CIW does not investigate complaints but does follow up on concerns, normally by undertaking an inspection of the service.

Regulations
Regulations are legal requirements for running services determined by the National Assembly for Wales, enforced by CIW on behalf of Welsh Ministers.

Services
This is a collective name for an organisation or individuals regulated by CIW.

Childcare and play
Includes the following services for children under 12 years of age:
Full Day Care
Child-minders
Out of School Care
Sessional Day Care
Crèches
Open Access

Children's services
Includes the following services:
Children's Homes
Residential Family Centres
Public sector and independent fostering agencies
Public sector and voluntary adoption agencies
Boarding schools which accommodate students under 18
Residential special schools which accommodate students under 18
Further education colleges which accommodate students under 18
Secure unit (included in figures for children's homes due to small numbers)

Adults' services
Includes the following services:
Older Adult Care Homes (65 years old and over)
Younger Adult Care Homes (under 65 years old)
Adult Placement Schemes
Domiciliary Care Agencies
Nurses' Agencies

Key quality information

Background

CIW is the regulator for social care and social services in Wales, from childminders and nurseries to homes for older people, and it aims to:

• Provide independent assurance about the quality and availability of social care in Wales

• Safeguard adults and children, making sure that their rights are protected;

• Improve Care by encouraging and promoting improvements in the safety, quality and

• availability of social care services

• Inform policy, standards and provide independent professional advice to the people

• developing policy, the public and social care sector.

CIW encourages the improvement of social care and social services by:

• regulating

• inspecting and reviewing

• providing professional advice to Ministers and policy makers.

Source of statistics

The information in this release is derived from the CIW Business Support system that is used to register and regulate care services across Wales. The information only relates to regulated services current to 31 March 2018. CIW is in the process of reviewing the regulatory process and systems.

Relevance

We believe the key users of information on regulated services in Wales (apart from CIW's core use) are:

• Welsh Government Ministers

• Department for Health and Social Services

• Assembly Members and the Members' Research Service in the National Assembly for

• Wales

• National Health Service

• The Office for National Statistics

• Local government unitary authorities (elected members and officials)

• Students, academics and universities,

• Other areas of the Welsh Government

• Other government departments

• Individual citizens and private companies.

Apart from CIW's core use of the information these statistics are used in a variety of ways.

Some examples of these include:

• Advice to Ministers

• Unitary authority comparisons and benchmarking

• To inform debate in the National Assembly for Wales and beyond

- To provide information to commissioners of care services

Accuracy

The statistics presented here are based off the administrative system used by CIW. The data is open to inspectors, business support staff and other CIW to make changes and additions to service records. While this ensures the data is up to date, it can result in inaccuracies and inconsistencies, due to the range of people with access to the system. Therefore, individual data items may not be accurate at the time of reporting. CIW is in the process of reviewing this system with the aim of improving its accuracy.

The data held in the CIW system is verified during inspections, the annual Self Assessment Statement of Services (SASS) and through local authority engagement. It is planned that through improved online services, the data will be more regularly updated and verified. There is a requirement on services to notify CIW of any changes to their service, but these notifications are not verified until the next inspection takes place. However, the data is regularly checked for consistency, and regular reviews and updates are made.

Symbols

The following notation is used in these tables:

. = the data item is not applicable

.. = the data item is not available

- = the data item is not exactly zero, but estimated as zero or less than half the final digit shown

* = the data item is disclosive or not sufficiently robust for publication

Disclosure and rounding

Rounding has been applied to the information in these tables or the supporting tables on StatsWales. This is because only some of this information can also be found on CIW's Directory of Regulated Services.

Timeliness and punctuality

CIW's Business Support system is continually updated as part of the inspectorate's day to day work of regulation. Publication relates to snapshots of the system taken on the last day of the financial year (31st March). Therefore published information is available for the whole financial year. The release is then produced and published as soon as possible.

Accessibility and Clarity

This statistical release is published on the Annual Statistical Release section of the CIW website. More detailed information is published quarterly to accompany this release on the Welsh Government's statistics dissemination tool, StatsWales. This includes further breakdown by service type and local authority: www.statswales.wales.gov.uk/index.htm

Comparability and coherence

Registration, de-registration and changes to registration occur throughout the year although in general the number of services registered at any one time is fairly consistent. Therefore the figures included in this release are broadly comparable to those in previous releases. However, CIW moved from a quarterly to annual report in 2015/16. Therefore releases prior to this may not be comparable with this publication.

Revisions policy

As data is taken from an administrative system and gives a picture of activity recorded at a specific date, data will not be revised each quarter. This picture may not be exact as information may not be entered on the system until a later date (i.e. next quarter) and the next quarter may include some data from the previous quarter that was recorded 'late'. However, the number of cases involved is likely to be small.

Related publications

- CIW publishes additional information on activities in regulated services on an annual basis in the Chief Inspector's Annual Report.

- Lists of regulated services and their latest inspection reports are available on the Directory of Regulated Services.

Further information

Further information can be found on CIW's website.

National Statistics status

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Official Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the [Well-being of Wales report](#).

Further information on the [Well-being of Future Generations (Wales) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

Further details

Further information can be found on [CIW website](#).

The document is available [CIW Services and Places 2017-18](#).

Next update

To be confirmed 2019.

We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to CIWAnalysts@wales.gsi.gov.uk.

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OGL