

CIW's role in supporting improvement



We contribute to the improvement of social care and childcare at an individual service, regional and national sector level.

We do this by

- Listening to people's experiences.
- Carrying out our core functions of registration, inspection, performance review and enforcement to the highest standard.
- Taking strength-based approaches to our work focusing on outcomes for people and their experiences.
- Making it clear what good looks like through our inspection frameworks and guidance on ratings.
- Using ratings to encourage providers to aspire to excellence.
- Signposting to where information, support, advice and guidance can be found.
- Providing guidance on areas where only CIW can.
- Using and sharing what we know to identify themes, trends and the root cause of what is working well and what needs to improve in services and sectors.
- Working collaboratively with our partners to disseminate good practice and inform improvement activity.
- Sharing what we see is working well and areas for improvement through events and seminars.
- Publishing regular reports on trends and themes arising from our work.
- Carrying out thematic reviews ensuring the learning is shared.
- Undertaking joint inspections to support improvement in service delivery across systems.
- Learning from our work on areas such as quality assurance, complaints and performance information to continuously improve ourselves.