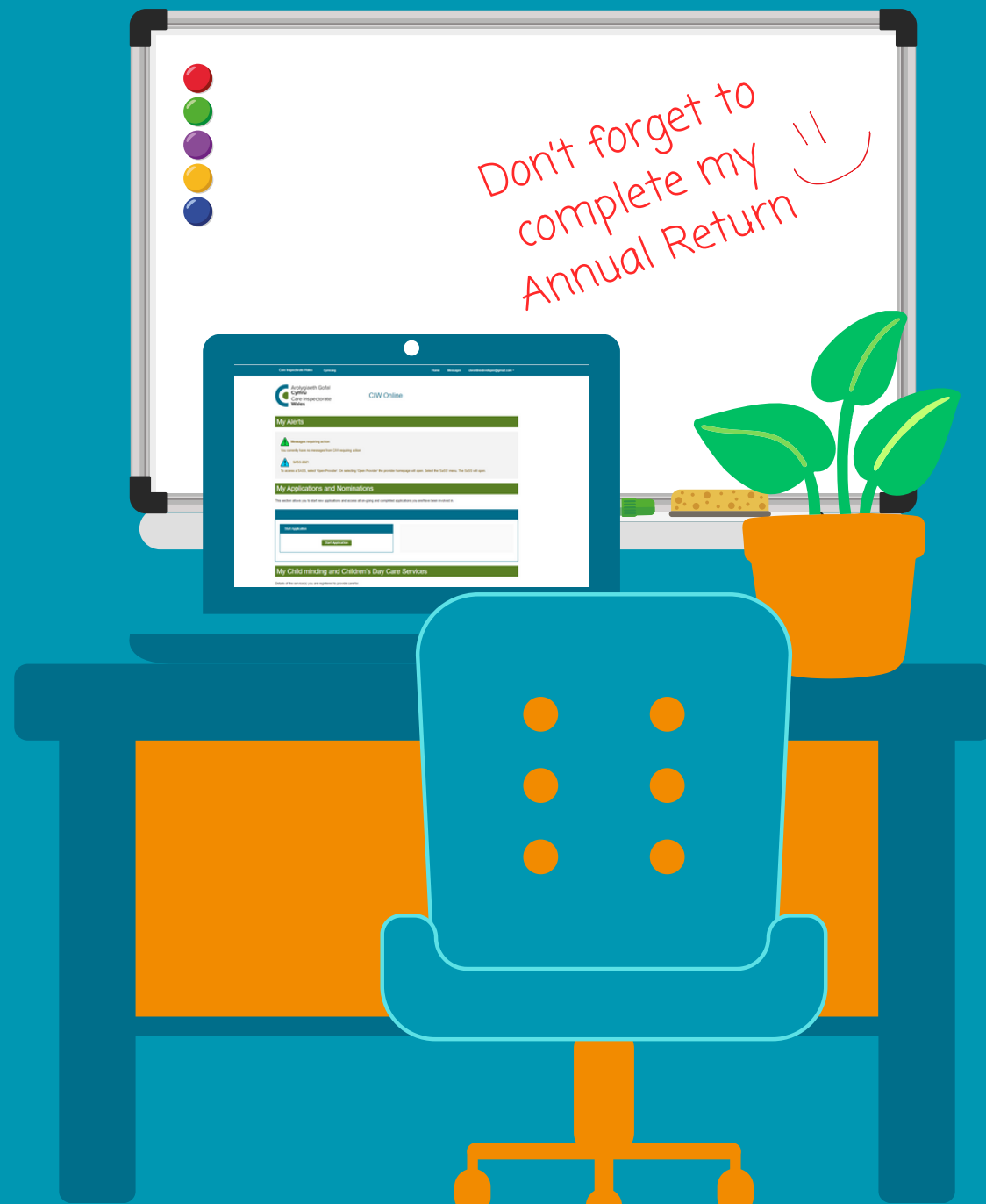


How to complete your Annual Return



Before you start ...



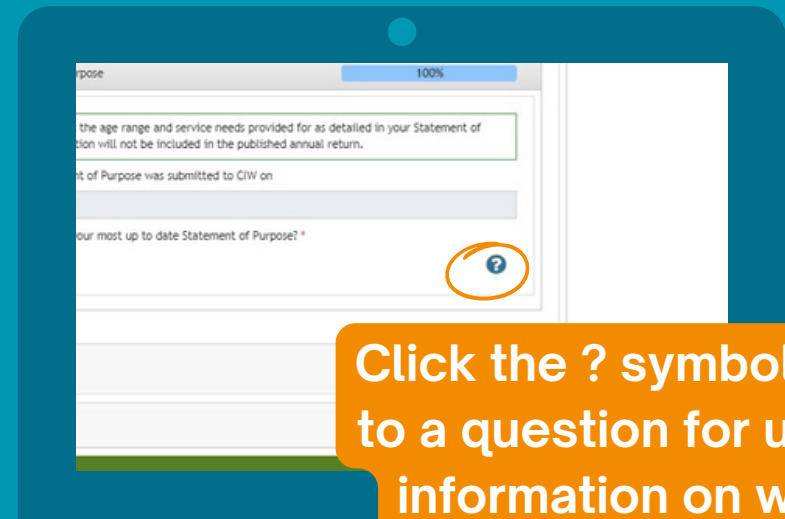
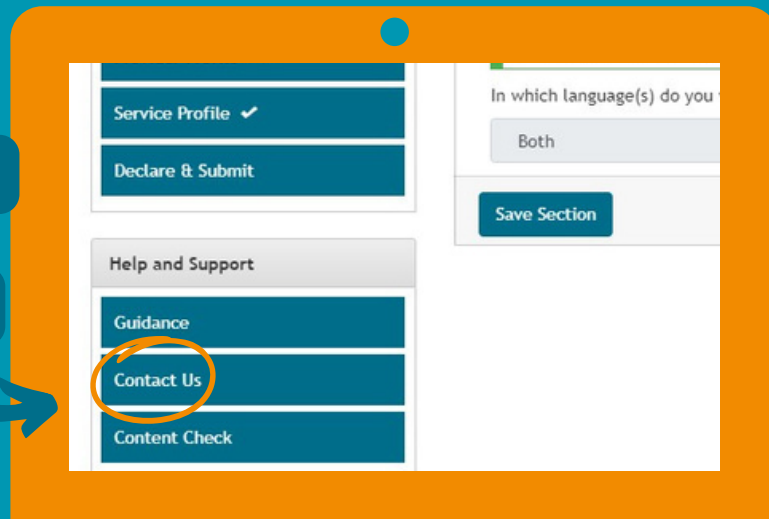
There's some very important things you need to be aware of before you complete your Annual Return (AR):

- You must ensure your completed AR does not include any personally identifiable information or inflammatory language prior to submission.
- As a service provider, you should keep in mind your own legal responsibilities in respect to data protection legislation and the “processing” of personal data.
- To make it easier for you, we have developed a new **content checker** which enables you to check your information does not include content that has personally identifiable information or inflammatory language. You can run the content checker at any time during your submission. As a final check, CIW will also review your content after you have submitted your return. If your submission contains any personally identifiable information or inflammatory language, you will be asked to remove it from your AR and resubmit.
- You must submit your AR by midnight on 26 May. This is a legal requirement.

Help and support

Alongside this guidance, there's other support available to help you to complete your Annual Return:

Submit an
online
question



Click the ? symbol next
to a question for useful
information on what
you should include



Check out our [video instructions](#)



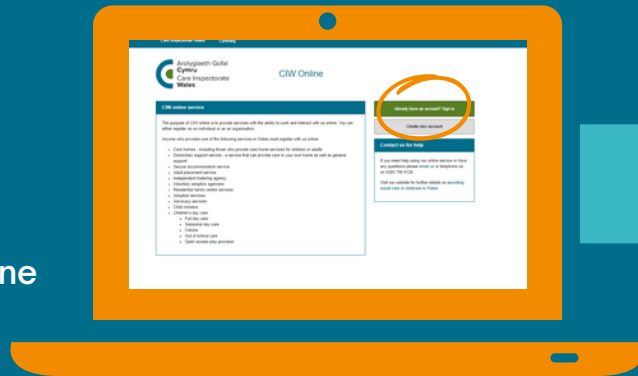
Read our [FAQ's](#)

Step 1

Go to
online.careinspectorate.wales

Click **Sign in**

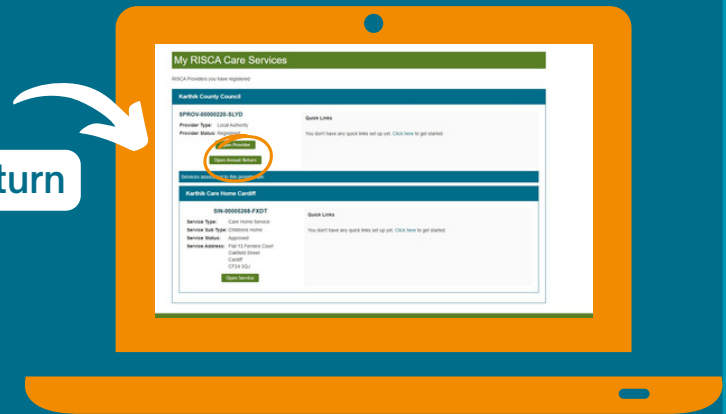
Enter your email
address and
password to
access your online
account



Step 2

Click

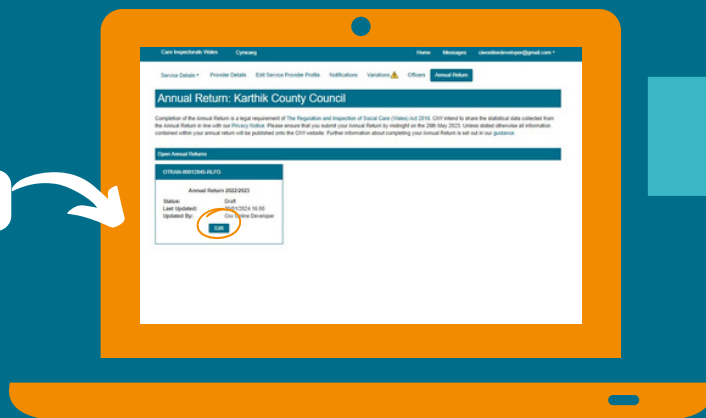
**Open
Annual Return**



Getting started

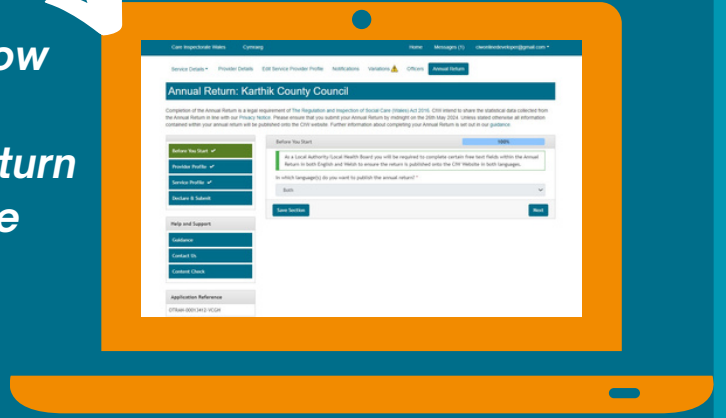
Step 3

Click **Edit**



Step 4

*You will now
see your
Annual Return
home page*



Getting to know your Annual Return home page

The screenshot displays the 'Annual Return' interface for Karthik County Council. At the top, a navigation bar includes 'Care Inspectorate Wales', 'Cymraeg', 'Home', 'Messages (1)', and a user email 'chwilinedeveloper@gmail.com'. Below this, a secondary navigation bar lists 'Service Details', 'Provider Details', 'Edit Service Provider Profile', 'Notifications', 'Variations', 'Officers', and 'Annual Return'. The main heading is 'Annual Return: Karthik County Council'. A paragraph explains the legal requirement of the Annual Return under the 2016 Act and mentions data sharing. On the left, a 'Your main menu' sidebar contains links for 'Before You Start', 'Provider Profile', 'Service Profile', 'Declare & Submit', 'Help and Support', 'Guidance', 'Contact Us', and 'Content Check'. The 'Before You Start' section shows a progress bar at 100% and a text box for language selection. A red arrow points to the 'Content Check' link in the sidebar, indicating its use as a content checker.

Care Inspectorate Wales Cymraeg Home Messages (1) chwilinedeveloper@gmail.com

Service Details Provider Details Edit Service Provider Profile Notifications Variations Officers Annual Return

Annual Return: Karthik County Council

Completion of the Annual Return is a legal requirement of The Regulation and Inspection of Social Care (Wales) Act 2016. CIW intend to share the statistical data collected from the Annual Return in line with our Privacy Notice. Please ensure that you submit your Annual Return by midnight on the 26th May 2024. Unless stated otherwise all information contained within your annual return will be published onto the CIW website. Further information about completing your Annual Return is set out in our guidance.

Before You Start ✓

Provider Profile ✓

Service Profile ✓

Declare & Submit

Help and Support

Guidance

Contact Us

Content Check

Application Reference

OTRAN-00013412-VCCH

Before You Start 100%

As a Local Authority/Local Health Board you will be required to complete certain free text fields within the Annual Return in both English and Welsh to ensure the return is published onto the CIW Website in both languages.

In which language(s) do you want to publish the annual return? *

Both

Save Section Next

Your main menu

Access a range of support and guidance or contact us directly here

Shows % of Annual Return completed

You can use the content checker at any time whilst completing your Annual Return

Step 5

Most of this section will be pre-populated for you but please make sure the information is correct.

Run through each question carefully.


Step 6

If the answer is correct click 

Provider profile

Step 7

If the answer is NOT correct click 

When you click  you will be prompted to update your details

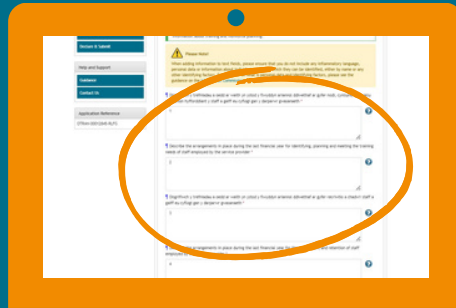
Step 8

You now need to move on to the *training and workforce planning* section

Click + symbol to open up this section

Step 9

Please complete all these sections



Step 10

If you don't understand a question click ? symbol for a brief explanation



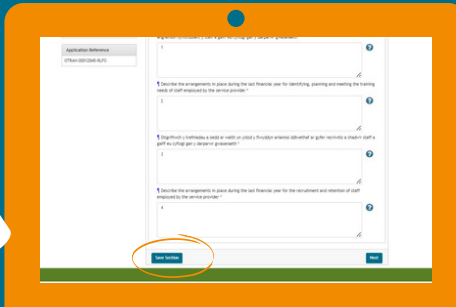
Training and Workforce Planning

Step 11

Once you are happy with all your answers

Click

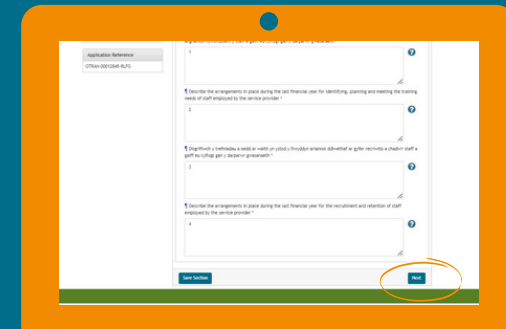
Save Section



Step 12

Click **Next**

to take you to the next section

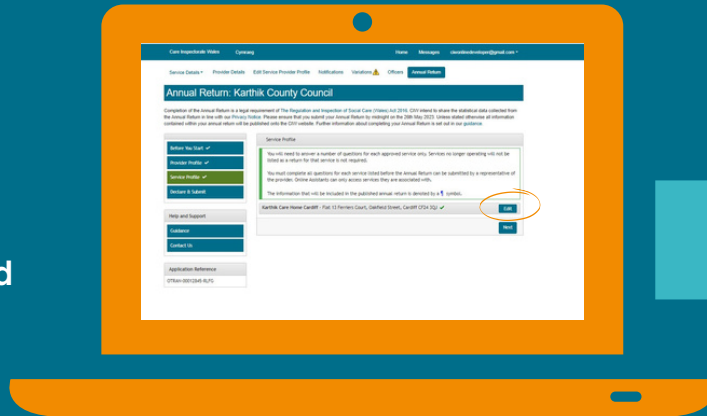




All your services will be listed here. You must complete the information for all services before you submit your Annual Return.

Step 13

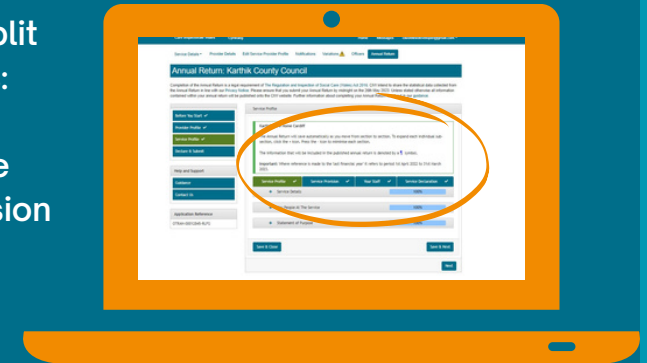
Click **Edit** to get started



Each service is split into four sections:

- Service profile
- Service provision
- Your staff
- Service declaration

Each section has a drop down list

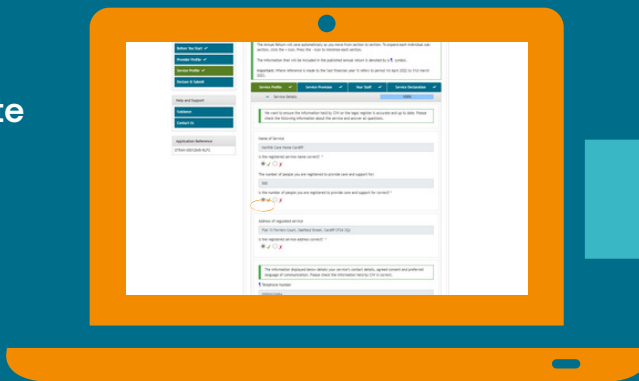


Service profile

Step 14

Click **+** symbol to view and complete each section

Don't forget, if a pre-populated answer isn't correct, click **X**



Step 15

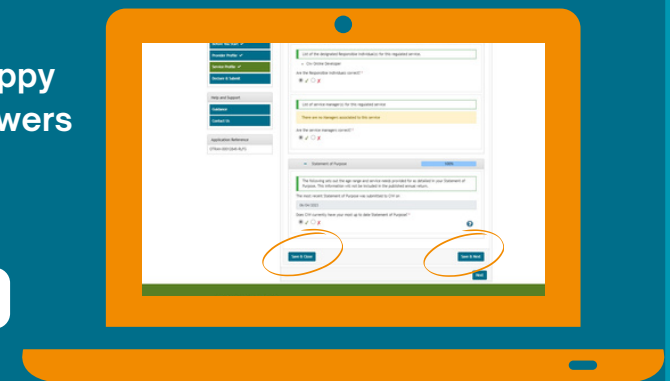
Once you are happy with all your answers you can either

Click **Save & Close**

or

Save & Next

If you want to continue to the next section





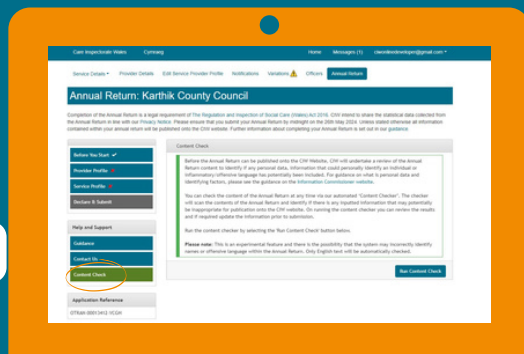
Before you submit your annual return you must complete a final
CONTENT CHECK

Step 16

Click

Content Check

to get started

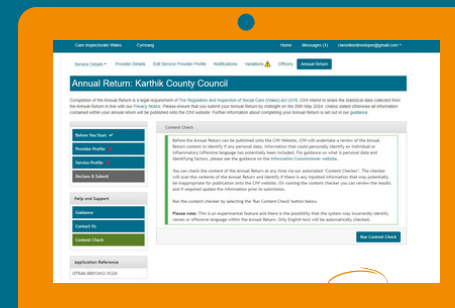


Step 17

Read the instructions
carefully then click

**Run content
check**

*The system will now use Artificial Intelligence (AI) to
look for personal information or inflammatory / offensive
language*



Content checker

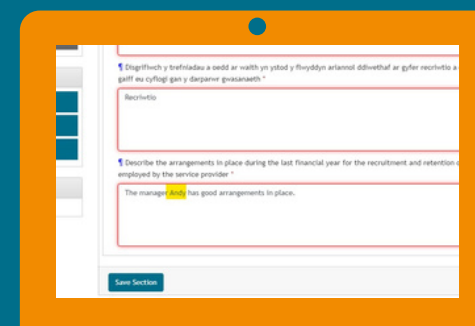
If you have any
personal information
or inflammatory /
offensive language in
your Annual Return
you will receive a
pop up that looks
like this.



Step 18

You will need to
return to your Annual
Return information to
remove this content.

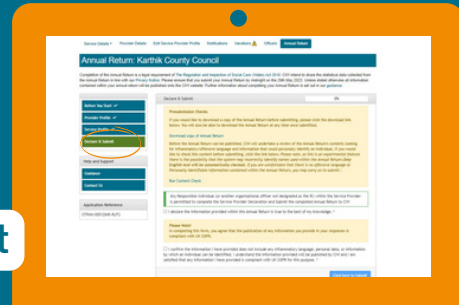
Keep running
the content
checker until
our AI does not
flag any issues.



Step 19

Click

Declare and Submit

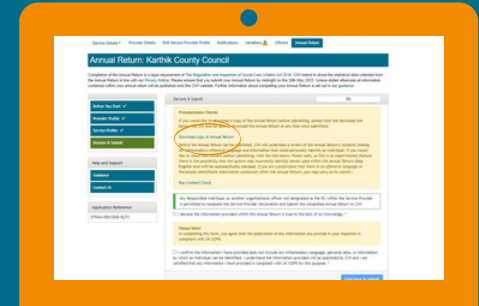


Step 20

You can download a PDF of your Annual Return before you submit it.

Just click

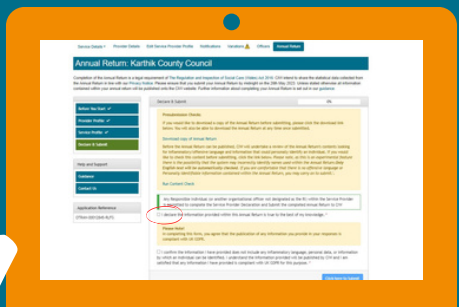
Download copy of Annual Return



Declare and submit

Step 21

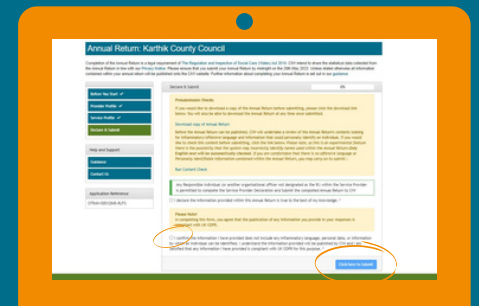
If you are happy that the information you have provided is true and accurate tick this box ...



Step 22


If you are happy that the information you have provided doesn't contain inflammatory language, personal data or information that could identify an individual, tick this box. Then click

Submit



Well done - your Annual Return is now complete

You will receive an email to confirm you have completed your Annual Return. Please keep the email in case you need to contact us about your submission.



Math o Gyflwyniad: Datganiad Blynnyddol 2023/2024 Ar Gyfer: Cardiff Provider Eich Rhif Cyfeirnod: OTRAN-00012848-HVJC	Submission Type: Annual Return 2023/2024 For: Cardiff Provider Your Reference Number: OTRAN-00012848-HVJC
<p>Diolch am gyflwyno eich gwybodaeth ar-lein i Arolygiaeth Gofal Cymru.</p> <p>Os bydd angen gwybodaeth ychwanegol, byddwn yn cysylltu â'r person perthnasol.</p> <p><u>Peldiwch</u> ag ymateb i'r e-bost hwn gan ei fod wedi cael ei anfon o fflwch negeseuon nad yw'n cael ei fonitro.</p> <p>Os bydd gennych unrhyw ymholiadau, ffoniwch ni ar 0300 790 0126 neu e-bostiwch agc@hyw.cymru. Mae ein tîm ar gael i helpu rhwng 09:00 a 17:00 o ddydd Llun i ddydd Iau a rhwng 09:00 a 16:30 ar ddydd Gwener.</p> <p>Gallwch ddefnyddio eich cyfrif AGC Ar-lein yma i gyflwyno gwybodaeth newydd ac i weld gwybodaeth a gyflwynwyd yn flaenorol.</p> <p>Yn gywir</p> <p>Arolygiaeth Gofal Cymru</p>	<p>Thank you for your online submission to Care Inspectorate Wales.</p> <p>If additional information is required to support the submission we will contact the relevant person.</p> <p>Please <u>do not</u> reply to this email as it is sent from an unmonitored mailbox.</p> <p>If you have any queries, please telephone us on 0300 790 0126 or e-mail ciw@gov.wales. Our team is available to help between 09:00 and 17:00 Monday to Thursday and 09:00 to 16:30 on Friday.</p> <p>You can access your CIW Online account here to submit new information and view previously submitted information.</p> <p>Yours sincerely</p> <p>Care Inspectorate Wales</p>

