

Action Plan - Programme of change to prepare for implementation of published ratings



Phase 1: Planning and Scoping

The first phase is an opportunity to consider all the recommendations in the evaluation report.

This includes detailed planning for engagement and collaboration with stakeholders in preparation for the publication of ratings from April 2025.



Phase 2: Engagement and Co-Production

Work jointly with the sector to progress the detailed delivery plans. A stakeholder group will review the architecture of the ratings and co-design any changes.

Specific work packages established to ensure the ratings are effective and consistent.



Phase 3: Finalising and Preparing

Phase 2 outputs completed and widely communicated. The inspection framework, including the guidance, will be finalised.

This is a period of training, support and reflection for our inspectors.



Phase 4: Reviewing and Learning

The final phase is to review and learn from the ratings.

We will continue to develop our approach to ratings to support improvement.



Phase 1: Planning and Scoping

Task	Completion date
Publish and share the evaluation report with key stakeholders	June 2024
Set up governance for the project including a new CIW project board and work package groups	July 2024
Host initial provider events to share evaluation report findings and discuss recommendation and next steps	July 2024
Establish a task group consisting of providers, commissioners and internal steering group members	July 2024
Promote the Welsh Government consultation widely across the sector and with key stakeholders	August 2024



Phase 2: Engagement and Co-Production

Task	Completion date
Develop detailed work packages for each key area of work, and set up expert groups to take this work forward	October 2024
Agree ratings 'architecture' - what will the ratings look like and re-design descriptors for each rating	November 2024
Co-ordinate a calendar of provider/ commissioner events to share positive practice and guidance on getting to 'excellent'	December 2024
Revise all accompanying guidance for providers and inspectors	January 2025
Develop mechanisms to enable providers to display ratings publicly	February 2025



Phase 3: Finalising and Preparing

Task	Completion date
Publish all relevant information and guidance on the CIW website	January 2025
Establish working groups to ensure there is a strategic, aligned approach to the potential impact of ratings	January 2025
Establish an ongoing training programme for all inspectors including regular 'pause and reflect' sessions to share areas of positive practice and any concerns	November 2024
Enhanced communication with all stakeholders to increase awareness of the imminent implementation	April 2025
Enhanced communication with the public, particularly people who use services and their carers, about the changes	April 2025



Phase 4: Reviewing and Learning

Task	Completion date
Evaluate CIW's own ratings implementation journey - what has worked well and what we can learn	October 2025
Co-ordinate a range of workshops to share good practice to help and support those services that have received less favourable ratings and need to improve in key areas	October 2025
Review the implementation of published ratings with stakeholders	October 2027
Establish reflective practice sessions for inspectors to maintain consistency of practice	Ongoing
Publish information about our performance to provide assurance about the impact of our work	October 2026