

Our strategic plan for 2025 to 2030

How we will improve care
services in Wales



This document was written by **Care Inspectorate Wales**. It is an easy read version of 'Strategic Plan 2025-2030'.

April 2025

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Where the document says **we**, this means **Care Inspectorate Wales**. For more information contact:

Website: www.careinspectorate.wales

Email: ciw@gov.wales

Phone: 0300 7900 126



[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

[Photosymbols Licence number 403527247](#)

Contents

Who we are and what we do..... 4

How we work..... 7

What this plan is about12

Our goals for 2025 to 203014

Assure16

Improve22

Influence.....26

Find out more.....29

Who we are and what we do



We are Care Inspectorate Wales.

We work to make sure social care, childcare and play services in Wales are:



- Safe.



- Good quality.



- Following the law and rules.

We do 3 main things:



- Register services - We decide who is allowed to run care services.

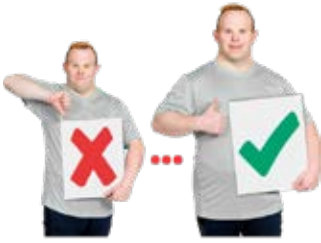


- Inspect services - We visit and check how good they are. A visit is called an inspection.



- Take action – We act when a service is not good enough.

We also:



- Help services improve.



- Listen to people's concerns.



- Support people and staff.

How we work

We work with:



- People who use care and childcare services.



- Staff who provide care.



- People who manage and choose services.

We promise to:



- Help make services safer and better.



- Support services to improve.



- Speak up to help make things better for everyone.

Our values

These are the important things that guide our work.
Our values are:



- We are kind and easy to talk to.



- We treat everyone fairly and include everyone.



- We are honest. People can trust us.



- We have good skills, knowledge and ideas.



- We listen to people and value what they say.

Our principles



Principles are the rules that guide how we work as inspectors.

Our principles are:



- Put people first.



- Use clear information to plan our work.



- Look at risks and change plans when needed.



- Work with other people and organisations.



- Help services get better and try new ideas.



- Learn from what we see.



We follow the **Well-being of Future Generations (Wales) Act 2015** in how we work. This law helps make Wales a better place to live now and in the future.

What this plan is about



Most care in Wales is good. But we want it to be even better in the next 5 years.

We want:



- People to get better care.



- Our inspections to improve.



- Services to keep learning and getting better.



This plan says:

- What we want to do by the year 2030.
- How we will do it.

What we mean by services and people



When we say **services**, we mean care, childcare and play services that we register or inspect.



This includes services from Local councils and **CAFCASS Cymru**. This is a group that helps children in family court cases.

When we say **people**, we mean:



- Children, young people, and adults who use social care, childcare or play services.



- Their carers and families.

Our goals for 2025 to 2030



We have 3 big goals for the next 5 years:



Assure - Make sure services help people to do what matters to them.



Improve - Support services to do better and improve our own work.



Influence - Share what we learn to help others. Be a name people know and trust.



These goals will guide what we do and how we work with others.

Checking our progress



We will check how we are doing over the next 5 years.



We already check some things and will start checking new ones. We want to get better at checking our work, it helps us reach our goals.

How we will reach our goals



We have made a list of things we will do to reach our goals. We will check this list in 2027 to see if anything needs to change.



Assure

Make sure services help people to do what matters to them.

What we will do



1. Focus on safety and quality of care. So people are safe, happy and get the right care.

We will:



- Keep inspecting services.



- Talk more to people during inspections.



- Try new ways to check how services are working.



- Change the way we record how we deal with complaints.



2. Write clear useful reports and information, including in Easy Read. So everyone can understand what we do and what we find out.

We will:



- Make our reports easier to read.



- Ask people who use services to help us make reports better.



3. Build a strong and diverse team. This means to include people from different backgrounds.

We will:



- Update how we hire staff. Hire more Welsh speakers and people from different backgrounds.



- Keep using our Equality, Diversity and Inclusion plan. This plan makes sure we treat everyone fairly.



4. Work well with people who use services and people who provide and choose services.

We will:

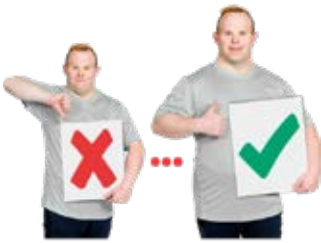


- Give clear advice to care services on how to register their service in Wales.

We will know this is working if:



- We rate more services good or excellent.



- Services get better after we inspect them.



- People say our inspection reports are helpful.



- More people fill in feedback forms about their care.



- Our team includes more people from different backgrounds.



- Staff say in surveys that they are happier at work.

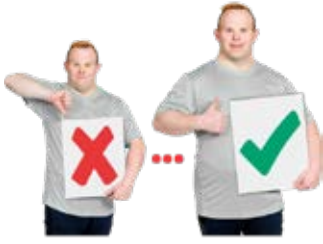


- More of our staff speak Welsh.



- We get more good feedback about our work.

Improve



Support services to do better and improve our own work.

What we will do



1. Celebrate good care and help services get better.

We will:



- Keep checking how we decide if services are good or not.



- Share ideas about what works well in services. Tell people about advice, events, and training that can help services improve.



2. Support fair and good workplaces in care.

We will:



- Work with **Social Care Wales** to make sure services are good and fair places to work.



3. Improve teamwork and learning, inside and outside our organisation.

We will:



- Make a 2-year plan for working with others, like **Healthcare Inspectorate Wales** and **Estyn**. Share ideas and information to help our work be better.



4. Use digital tools to make our work better and easier. This means computer and online software.

We will:



- Make a plan to help our staff improve their digital skills.



- Use digital tools to help people choose care services and make it easier for service providers to talk to us.

We will know this is working if:



- We hold more learning and training events each year.



- We share more examples of what good care looks like.



- People give good feedback about our work.



- We do more joint inspections with other organisations.



3. Be fair and honest when we report about care in Wales.



We will:

- Share what we find, even if it shows problems.



4. Work with other organisations and share ideas to improve care for people.



We will:

- Use what we know to work better with others.

- Help **Social Care Wales** collect information about care workers.

We will know this is working if:



- More people contact us or share their views.



- More people visit our website.



- More people join in with our social media posts.



- We find new ways to include people in our work.



- We share information with **Social Care Wales**.



- People give good feedback after learning events.

Find out more

Contact us by:

Post:



Care Inspectorate Wales
Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ



Phone: 0300 7900 126



Email: ciw@gov.wales