

Strategic Plan 2025-2030

Assure

Provide assurance about outcomes for people.



Improve

Encourage, support, challenge and inspire services, and ourselves, to continuously improve.



Influence

Be well known and trusted, sharing our unique insight and expertise.



We will:

Focus our work on people's safety, quality of life and their experience of care.

Provide high quality and easy to read reports and information so people understand our work and our findings.

Have a diverse, empowered and resilient workforce

Have positive relationships with people who use services, providers, commissioners and colleagues.

We will:

Celebrate success and encourage continuous improvement in care services at sector level and in individual services.

Promote positive and inclusive organisational cultures, working with Social Care Wales.

Enhance our internal and external joint working, learning from each other to maximise the impact of our work.

Build on digital opportunities and developments to streamline and enhance how we work.

We will:

Increase our visibility to ensure people know what we do and what we can help with.

Ensure our work is informed by people accessing and working in care services.

Report openly, and without favour on what we learn about care in Wales, not being afraid to challenge where we see opportunities to intervene on behalf of those receiving care.

Work together across CIW and with our partners, sharing what we know to improve outcomes for people.

