

Assure, Improve, Influence

Our Plan for 2025-2030



Hello

We are the **Care Inspectorate Wales.**

We check the quality of care in services like:

- Fostering and Adoption services
- Advocacy services (they make sure people are listened to)
- Boarding schools
- Children's care home
- Childcare services
- Special residential schools
- Play services
- and lots more.

We make sure places that provide care and support people are safe, kind, and doing a good job.

We make sure they are doing the right things, in the right ways.

If they're not, we can take action to make sure they improve.



Why is this important?

There are lots of skilled staff and professionals, working together to support children, young people and adults.

Lots of services are working well, but there are challenges. More people need support from services but there's less money available.

We want to help services to keep changing and improving.



**This tells you
about our plan
for 2025-2030**

Our 3 goals



Assure

Making sure your care is good! We check services to make sure they're safe and treating people well, so you can feel confident about the care you get.

Improve

Helping services get better! We encourage services to keep getting better at what they do. We also want to improve ourselves! We share good ideas, offer support, and challenge services to try harder.

Influence

Sharing what we know to make a difference! We want people to know who we are and trust us. We learn lots through our work, and we share this knowledge to help make care better for everyone in Wales.



Goal 1: Assure

Aims

1 We will focus on improving people's safety, their quality of life and their experience of care.

2 We will make our reports and information high quality and easy to understand so people know what we do.

3 We will make sure our workforce:

- has different people from different backgrounds
- is confident and able to make decisions
- can cope with changes and challenges.

4 We will grow positive relationships with:

- the people who use services
- the people who provide and run services
- the people who plan and buy services for local authorities and other organisations
- the people we work with.



Over the next 5 years we want to see:



↑ **More** services that can show how they have improved.

↑ **More** people can say services are good or excellent.

↑ **More** people get involved and send in feedback forms.

↑ **More** people from different backgrounds work for us.

↑ **More** people give positive feedback about our reports.

↑ **Better** survey results from our workforce.

↑ **More** people give us positive feedback about our work.

↑ **More** Welsh speaking staff.

Goal 2: Improve



Aims

- 1** We will celebrate success and support services to improve.
- 2** We will encourage positive ways of working. Services should be fair, protect people's rights, and make sure everyone feels welcome.
- 3** We will support other professionals and services to work with us so we can learn from each other and make a difference.
- 4** We will use technology and digital opportunities better.

Over the next 5 years we want to see:



↑ **More** conferences, provider events and learning events each year.

↑ **More** positive feedback about the positive and fair ways services are working.

↑ **More** good practice case studies are published and help people learn.

↑ **More** opportunities to work with other partners to carry out inspections and activities that help services improve.

Goal 3: Influence



Aims

- 1** We will show more people what we do and how we do it.
- 2** We will listen to people who work across services so they can help us improve and shape our work.
- 3** We will be open and clear when we report about care and not be afraid to challenge things that need to improve.
- 4** We will work with other professionals and share information about how to improve outcomes in peoples' lives.



Over the next 5 years we want to see:



Next steps

This plan has a Delivery Plan that sets out the actions we will take over to help us reach our goals for care in Wales.

Over the next 5 years we'll check that this plan is making a difference and helping us improve.

You can read more about this Plan and our actions, here:



Thanks for reading this

If you want to know more, contact:

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