

## Transferred responsibilities

All the current responsibilities of SSI, the social care functions of NCSC, and the SSI/Joint Review function of the Audit Commission will transfer to the Commission. These transferred responsibilities include:

### Children's Rights Director

This post will now be hosted by the Commission and report directly to its Chair.

### Assessing the performance of local council social services

Local council services will continue to be assessed through the collection of qualitative and quantitative inspection and review evidence.

### Publishing performance ratings of local council social services

The publication of council Star Ratings will continue – including judgements on a council's prospects for improving social care services. CSCI will also contribute to Comprehensive Performance Assessments.

### Advising ministers and policy makers

The Commission will provide advice on:

- the impact of policies on the ground
- how best to assess performance
- appropriate intervention when a council fails to provide an adequate service.

### National Minimum Standards

The Commission will register and inspect social care services that meet national standards.

## To contact us

From April 2004, contact:

### Commission for Social Care Inspection

33 Greycoat St

London SW1P 2QF

T: 020 7979 2000

F: 020 7979 2111

E:[enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

[www.csci.org.uk](http://www.csci.org.uk)

Enquiry line: call 0845 015 0120

## How will the Commission do business?

The structure and business methods of the new Commission will reflect its new roles and responsibilities. CSCI will organise itself to:

- Drive forward improvement across the whole social care sector
- Ensure that people who use social services get the services that best meet their individual needs
- Help the people working in social care deliver improvements
- Recognise and showcase good practice in all sectors
- Identify and eliminate bad practice in all sectors
- Provide a truly integrated overview of social care services.

In particular, the structure of the organisation will include the following functions:

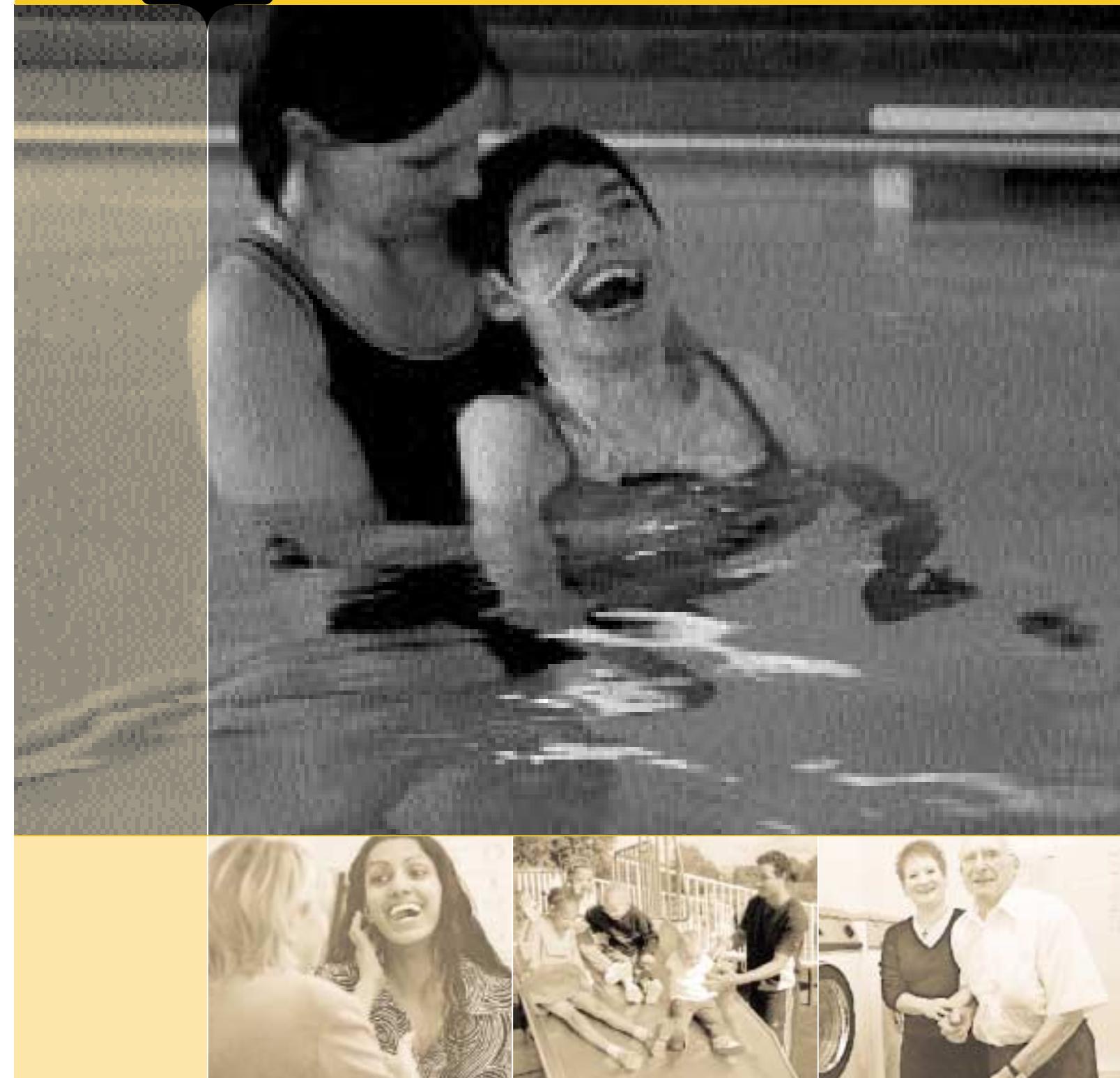
- An 'intelligence' function – to collate, interpret and analyse all the information collected through inspection and assessment.
- Service user involvement – to ensure that people who use social services are actively involved in the Commission's work and that their opinions are heard.
- Sector specific relationship management – for local councils and private and voluntary providers. This will include providing market development advice to the provider sector and relationship managers specifically for national providers.
- Quality assurance – to ensure quality and consistency in the methods used by CSCI when carrying out inspections and performance assessment.

[www.rights4me.org.uk](http://www.rights4me.org.uk) information on the Commission's work with children and young people and the work of the Children's Rights Director



Making Social Care  
Better for People

## Commission for Social Care Inspection



## Role and responsibilities

## Role and responsibilities

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England and is a completely new organisation. The legislation that created CSCI – The Health and Social Care (Community Health and Standards) Act 2003 – gives the Commission greater powers and responsibilities than those held by the bodies it replaces.

The Commission combines the work formerly done by the Social Services Inspectorate [SSI], the SSI/Audit Commission Joint Review Team and the National Care Standards Commission (NCSC). Its remit is greater than anything seen before in social care, making the new Commission considerably more than the sum of its parts.

The thinking behind the Commission was not simply to create a more powerful regulator. In creating CSCI, the Health and Social Care (Community Health and Standards) Act 2003 has provided a more rational and integrated approach to the assessment of all social care services. It will provide a complete picture of social care:

- for people who use the services
- locally and nationally
- in adult services and children's services
- for local councils, voluntary and private providers
- for government.

## What will the Commission do?

The Commission's primary function is to promote improvements in social care – across adult and children's services, in local councils, and in the voluntary and private sectors of social care.

In addition to transferring existing functions, the legislation gives CSCI other new or enhanced powers and responsibilities.

### New or enhanced responsibilities

#### Encourage improvement in the quality of local council social care services

The Commission will use the evidence gathered through the inspection and review process to help councils and their social care staff improve the services they provide. The Commission will also work with the Social Care Institute for Excellence, the Modernisation Agency and the Improvement and Development Agency to promote high standards in social care.

#### Encourage improvement in the quality of registered services

In addition to keeping registers of social care providers and making information about providers available to the public, CSCI will also offer advice and guidance to registered providers and encourage them to operate above the minimum standards.



#### Assess use of resources and appropriateness of services

One of the Commission's key functions is to assess whether local councils deploy their resources effectively when providing social care services and whether value for money is being achieved nationally in social care services. One measure of effectiveness will be whether the services delivered actually meet the needs of the people using them.

#### Social care research

The Commission has been given the power to comment on research and to carry out its own research. It may also carry out specific studies into any aspect of social care services, for example, into whether particular models of care are effective.

#### Investigate complaints

The Health and Social Care (Community Health and Standards) Act 2003 makes provision for the Secretary of State to transfer responsibility for Stage Three of the process for investigating complaints against councils to CSCI. The Commission will provide an independent scrutiny of complaints.

#### Report annually to Parliament and Ministers

The Commission will report to Parliament and Ministers on the performance of social care services overall, the state of social services provision in England and how social services resources have been used. For the first time, this reporting function has been written into legislation.

#### Integrate inspection and assessment across the whole social care sector

The Commission will inspect and assess commissioners and providers of social care services. For the first time, one organisation will be able to see the complete picture. It will be possible to track the service provided for an individual user from the initial point of assessment through to the planning and delivery of the services they receive.

#### Collaborate with other inspectorates

The Commission will be working very closely with the Commission for Healthcare Audit and Inspection (CHAI), Ofsted and the Audit Commission. The Commission is currently developing, with Ofsted, an integrated framework for the inspection of children's services. CHAI, the Audit Commission and the Criminal Justice Inspectorates are also participating in this work.

#### Take enforcement action when services do not meet minimum standards

The Commission will have the power to issue notices to service providers to enforce the regulatory requirements of the National Minimum Standards. It will also have the power to issue notices to local councils when services are not improving as they should.