

Regional Offices

Region – London

Director – Mike Rourke
Address – Finlaison House, 15–17 Furnival Street,
London EC4A 1AB,
Tel: 020 7979 8000, Fax: 020 7979 8091

Region – South East

Director – Lynda Hoare
Address – Finlaison House, 15–17 Furnival Street,
London EC4A 1AB,
Tel: 020 7979 8000, Fax: 020 7979 8091

Region – South West

Director – tbc
Address – 33 Colston Avenue, Bristol BS1 4UA,
Tel: 0117 930 7110, Fax: 0117 930 7112

Region – West Midlands

Director – tbc
Address – 6th floor, Ladywood House,
45 – 56 Stephenson Street, Birmingham B2 4DH,
Tel: 0121 600 5300, Fax: 0121 600 5335

Region – East Midlands

Director – Colin Hough
Address – 2nd floor, St James's Place House,
Castle Quay, Castle Boulevard, Nottingham NG7 1FW,
Tel: 0115 959 7500, Fax: 0115 959 7501

Region – Eastern (currently split between two sites)

Director – Jenny Owen
Address – Victoria House, Capital Park, Fulbourn,
Cambridge CB1 5XB,
Tel: 01223 597500, Fax: 01223 597716
and
Compass House, Vision Park, Chivers Way, Histon,
Cambridge CB4 9AD,
Tel: 01223 266130, Fax: 01223 257583

Region – Yorkshire and Humberside

Director – Amanda Sherlock
Address – St Paul's House, 23 Park Square (South),
Leeds LS1 2ND,
Tel: 0113 220 4600, Fax: 0113 220 4628

Region – North East

Director – John Fraser
Address – St Nicholas Building, St Nicholas Street,
Newcastle NE1 1NB,
Tel: 0191 233 3600, Fax: 0191 233 3569

Region – North West

Director – Alan Jefferson
Address – 11th Floor West Point, 501 Chester Road,
Old Trafford, Manchester M16 9HU,
Tel: 0161 876 2400, Fax: 0161 876 2429

Functions

In addition to accommodating members of the Inspection, Regulation and Review directorate the regional offices will have communication managers who will provide both communication and legal support.

Photos: Tim Hetherington, NCS, www.jonbirdsall, Dave Lewis



How we will communicate with you

Satellite Offices

Key staff involved in the inspection, regulation and review of social care services will be based in 72 satellite offices throughout England. Contact details of your local satellite

office can be found on the Commission's website www.csci.org.uk or by contacting the Commission's enquiry line on 0845 015 0120.

our people and processes



Introduction

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 it greater powers and responsibilities than those held by the bodies it replaces.

CSCI combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission. CSCI's remit is greater than anything seen before in social care, allowing a more rational, integrated system of social care inspection and regulation.

In this booklet we outline our new corporate structure and the people and processes through which we will communicate with you.

Our People

These are the key CSCI people stakeholders will come into contact with in their day-to-day work.

Business relationship managers

Business relationship managers, based in regional and satellite offices, are responsible for ensuring the inspection process is carried out in a co-ordinated fashion and provide local councils with information on their performance along with details of the quality of regulated services in their area. The business relationship manager normally has responsibility for between 1 and 3 local councils.

In addition to overseeing the work of the regulatory inspection managers they work with regional directors to commission service inspections, assess the performance of councils and award the council star ratings for social care provision, which will contribute to the Comprehensive Performance Assessment.

The business relationship manager is also responsible for working with other regulators to ensure that integrated services are jointly assessed.

Regulatory inspectors and regulatory inspection managers

Regulatory inspectors, based in regional and satellite offices, lead the Commission's front line inspection team for the regulated provision of social care. They will be the primary point of contact for providers, and will carry out both announced and unannounced inspections. Regulatory inspection managers schedule the inspection regime and are responsible for taking decisions on the need for enforcement action.

The information collected by regulatory inspectors is channelled to the appropriate individuals within the Commission via the Information and Knowledge Management directorate.

Performance and information managers

Performance and information managers analyse information collected by the regulatory inspectors and service inspectors to support the assessment of regulated services for local councils. In addition to providing an overarching analysis of the service provision within a local council area they will assist the business relationship managers when conducting the performance assessment process.

Service inspectors and inspection managers

Service inspectors have a national remit and undertake the inspection of local council services and conduct value for money studies at the business relationship managers' request.

The service manager, in addition to participating in the value for money studies, will both participate in and manage the inspection process and contribute to the scheduling of the inspection programme.

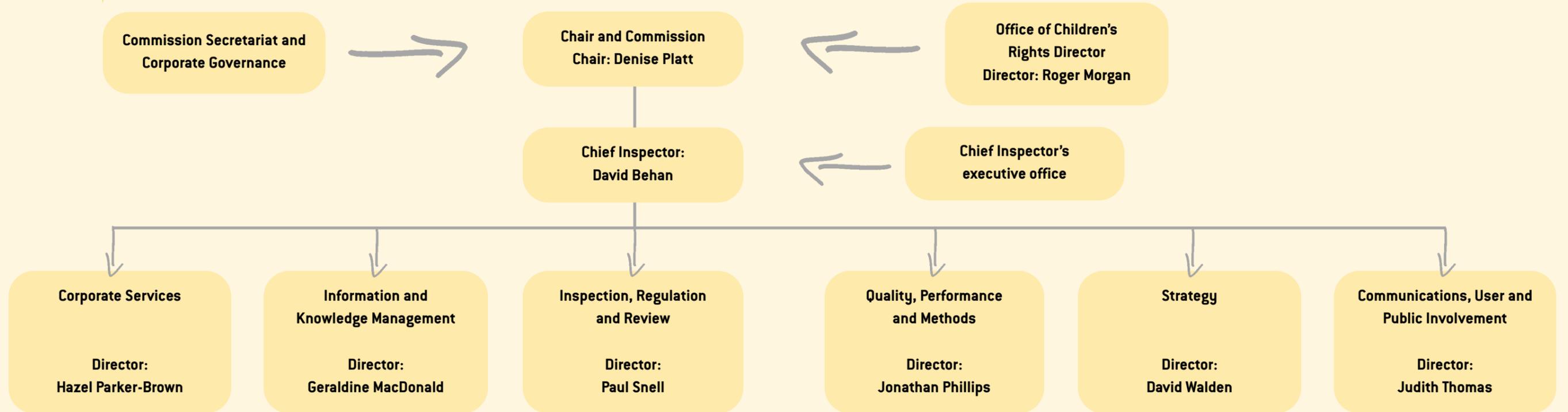
Provider relationship managers

The provider relationship manager role has been created to give national providers one single point of contact for the Commission. Based at regional offices, but with a national remit, the provider relationship managers are key account handlers for national providers of social care.

Their responsibilities include acting as trouble-shooters for providers and ensuring all issues involving inspection are dealt with in a consistent fashion. They provide national providers with confidential annual performance reports and help them identify strategies for improving performance.

The provider relationship managers offer advice and guidance to operators that are looking to develop their range of services or expand into new geographical areas. They do this by liaising with the care service development unit and using information on market capacity such as level of demand and service mix.

Commission for Social Care Inspection – Corporate Structure



This Directorate is responsible for the following:

- Human Resources
- Legal advice
- Estates management
- Finance management
- Strategic procurement
- IT management

This Directorate is responsible for the following:

- Data and market analysis
- Special studies
- Management information and performance indicators (internal)

This Directorate is responsible for the following:

- Regulatory inspectors and regulation managers who carry out the inspection and regulation of regulated providers of social care
- Service inspectors and inspection managers who carry out inspections, value for money studies and performance assessments of local councils
- Business relationship managers who co-ordinate the inspection process and award local councils with star ratings
- Provider relationship managers who act as key account handlers for national providers
- Performance information managers who support the business relationship managers

This Directorate is responsible for the following:

- Professional advice and clinical leadership
- Organisational development
- Staff training and development
- Quality assurance of inspection, regulation and review
- Performance, value for money, inspection and assessment methodology development

This Directorate is responsible for the following:

- Business planning and the Commission's annual report
- Parliamentary and policy monitoring
- Political, policy and market insight
- Strategic development advice
- Relationship management for key stakeholders

This Directorate is responsible for the following:

- Internal and external communications including PR and external events
- Centralised registration via the Care Service Development Unit
- Complaints function
- Customer care
- User and lay assessor involvement



Commission for Social Care Inspection – Head Office functions

London

Leeds

Newcastle

Our Processes

The Commission aims to work closely with all stakeholders. The main processes through which you will be able to engage with us are as follows:

Care service development unit

The care service development unit will be developed over the coming year and we will consider centralising the registration process, which will help new organisations enter the social care market.

Stakeholder engagement

The Commission is committed to involving stakeholders in the improvement of social care. Through the work of the Strategy directorate, and the Communications, User and Public Involvement directorate, we will develop a programme of stakeholder engagement activities.

Complaints function

The new Commission in its first year will continue with the existing complaints procedures. This means that any individual can complain to the new Commission if they are unhappy with the service delivered by a provider. During its first year, however, the Commission's new Complaints Project Board will carry out a full review of these procedures. Any changes it proposes to make will be widely consulted on and implemented very carefully.

From 2005, the Commission will also carry out the review activity of complaints made against council social services departments.

Public committee meetings

CSCI will have open Commission meetings where anyone with an interest in the workings of CSCI can observe how it is run. For the first year, Commission meetings will be held every month. Details of the dates and times can be found on CSCI's website, www.csci.org.uk

CSCI's website – www.csci.org.uk

Whatever aspect of the Commission's work you are interested in you will be able to find out about it on our website. The 'What's new' section will highlight all major changes to the working of the Commission. The website will also contain the latest information on the provision of social services across England, details of CSCI's inspection methodologies, stakeholder engagement programmes and local authority star ratings.

Children's Rights Director website – www.rights4me.org.uk

The Children's Rights Director's job is to make sure the Commission carries out its duty to safeguard and promote the rights and welfare of children. The Commission has created a website especially for children, which tells them about its work with children and young people and the role of the Children's Rights Director.

Enquiry line – 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

If you do not already have an established relationship with the Commission or are unsure about where you should go for information you can contact the Commission's enquiry line. The line, operating from 1 April 2004, will provide details of all of CSCI's various functions as well as key contact details.

Strategy

- Business planning and the Commission's annual report
- Parliamentary and policy monitoring
- Political, policy and market insight
- Strategic development advice
- Relationship management - key stakeholders

Communications, User and Public Involvement

- Internal & external communication including national PR and external events
- Complaints function
- Customer care
- User and lay assessor involvement

Children's Rights Director

- Review of Commission's work with children
- Children's consultations

Information and Knowledge Management

- Data and market analysis
- Special studies
- Management information and performance indicators (internal)

Quality Performance and Methods

- Professional advice and clinical leadership
- Quality assurance of inspection, regulation and review
- Performance, value for money, inspection and assessment methodology development
- Staff training and development
- Organisational development

Corporate Services

- Human resources
- Legal advice
- Finance management
- IT management
- Estates management

Strategic procurement

Communications, User and Public Involvement

- Care Service Development Unit and centralised registration
- Enquiry line

Children's Rights Director

- Children's consultations

Head Office addresses

London: 33 Greycoat Street, London SW1P 2QF
Tel: 020 7979 2000, Fax: 020 7979 2111

Leeds: St Paul's House, 23 Park Square (South), Leeds LS1 2ND
Tel: 0113 220 4600, Fax: 0113 220 4628

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