

**The Commission will always start from the experiences of the people who use social services**

The Commission will assess whether council's with social services responsibilities are using their resources effectively. One key measure of effectiveness will be how well the service delivered met a person's needs. The Commission will be uniquely placed to make that judgement. As the lead inspectorate in social care, the Commission will inspect both local council social services and the independent providers from whom councils buy services. For the first time, one organisation will be able to see the whole picture. The Commission will be able to track the service provided for a person from the point at which their needs are assessed, through to the planning and delivery of the services they receive.

By working with other inspectorates, for example the Commission for Healthcare Audit and Inspection (CHAI), or Ofsted, we will also be able to see how people have been treated across a number of services in both health, social care and education.



**You can complain to the Commission about poor service**

Any individual can complain to the Commission if they are unhappy with the service delivered by a social care provider. From 2005, the Commission will also carry out the review activity of complaints made against council social services departments.

**The Commission will always act in the public interest**

The Commission is there to ensure that standards for social care are met, that public money is well spent and that action is taken to improve poor performance. If unsafe services or poor performance threaten the welfare and rights of those using social services, we will act. The Commission's overriding aim is to improve services and stamp out bad practice. Legislation has given us tough enforcement powers and we will use them if necessary.

## To contact us

From April 2004, contact:

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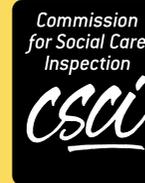
[www.csci.org.uk](http://www.csci.org.uk)

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[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

Photography: Dave Lewis and [www.JohnBirdsall.co.uk](http://www.JohnBirdsall.co.uk)



Making Social Care  
Better for People

Commission for Social Care Inspection



the Commission  
and its work with  
people who use social services

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.

## What does CSCI do?

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care – for adults and children – in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services that meet national standards
- Host the Children's Rights Director role.



## What the Commission will mean for people who use social services

### **The Commission will listen to what people who use social services tell us**

The people who use social care will at all times guide our work. It is their experience and interests that will guide our actions. Within our organisational structure we have created a function that is responsible for ensuring genuine user involvement in our work. We will actively seek the views of people who use social services about whether the services they receive:

- Promote their independence
- Provide the opportunities they seek
- Offer them protection when they need it
- Support their rights and choices.

### **The Commission will provide accessible information about social care**

Through the Commission's website, and through printed copies of reports, we will provide the general public with easy to understand information about the quality of social care services in their local area. This information will help people make informed decisions about the options that are available to them.

