

National Assembly for Wales /  
Cynulliad Cenedlaethol Cymru  
[Health and Social Care Committee / Y  
Pwyllgor Iechyd a Gofal Cymdeithasol](#)  
[Regulation and Inspection of Social  
Care \(Wales\) Bill / Bil Rheoleiddio ac  
Arolygu Gofal Cymdeithasol \(Cymru\)](#)  
Evidence from Civil Service Pensioners  
Alliance - RISC 22 / Tystiolaeth gan  
Gynghrair Pensiynwyr y Gwasanaeth  
Sifil - RISC 22



Wales Executive Council Member  
Ystrad Farm  
Llansteffan Road  
Carmarthen SA31 3QR  
18 April 2015

Dear Sir,

## REGULATION AND INSPECTION OF SOCIAL CARE (WALES) BILL

Response from the Civil Service Pensioners' Alliance on behalf of members resident in Wales:

The Civil Service Pensioners' Alliance has over 55,000 members and local groups throughout England and Wales and separate branches in Malta, Northern Ireland and Scotland. The CSPA is the only organisation recognised by the UK Government as being mandated to speak on behalf of civil service pensioners and with direct access to the Cabinet Office.

This response is submitted on behalf of the CSPA by Jean Hardiman Smith: CSPA Health Policy Advisor and National Executive Council member.

The CSPA believes that effective regulation is a key driver for positive transformation, and that it will enable the public to be more aware of the services and standards they can expect. Effective regulation will also enable service providers to be more informed of how this expectation should be met. Quality, and an awareness of the impact on people, is crucial to the delivery of public expectations. We agree that social services in Wales must, as a sector, understand the impact of their actions on the lives of users and carers, and that citizens should be enabled, empowered and be at the heart of the process. We also believe that it is important that information is transparent and meaningful. We are pleased to note that the primary aspiration of the Bill should be to deliver positive outcomes and feel that this should also include the aim that these outcomes are achieved and delivered in a dignified and caring way.

It is important to our members that the robust re-framing of regulations will help to avoid further tragedies like Southern Cross, and we are pleased that the risk of provider failure has been acknowledged, and taken into account in the Bill. We are also pleased that the Bill will allow the care system and regulation to evolve and move the system towards a responsive and flexible approach.

The CSPA considers the Bill, as drafted, will deliver the stated aims of securing the well-being of its citizens, and improve the quality of care and support in Wales.

We also consider that the Bill will deliver the key objectives for Welsh Ministers, and provide a framework for them in the delivery of their functions.

We agree that a service based regime of registration to deliver regulated services will provide both greater flexibility for users and transparency for users and the public.

We welcome the legal requirement around users' outcomes, and that this is based on the well-being outcome of users.

We consider that the Bill will provide a better fit between the regulatory, and outcomes focused approaches, and agree that this will help to ensure that vulnerable people are safe from harm and abuse.

Finally, we believe that the legislation will provide more transparent, comparable and robust information for users, and the public.

Yours faithfully,

A handwritten signature in black ink that reads "Philip Grice". The signature is written in a cursive style with a large initial 'P'.

Philip Grice  
Executive Council Member for Wales

on behalf of

Jean Hardiman Smith, CSPA Health and Care Policy Advisor