

Sent by email to:

Eich cyf/Your ref
Ein cyf/Our ref

Dyddiad / Date: 28/03/2017

Dear ,

ATISN 11173

Thank you for your request which I received on 09/03/2017 that asked:

Can you please let me know which IT systems you are currently using to manage the inspection process? Also how many inspectors are there and what is your IT budget?

Inspectors who work for Care and Social Services Inspectorate Wales (CSSIW) are Welsh Government civil servants and have access to the IT systems available to all staff in such employment. The 123 CSSIW inspectors are able to access:

- Microsoft Office 2010
- SharePoint for Intranet
- 'iShare' Electronic Document and Records Management system
- Microsoft Lync with Mitel Mivoice plugin

It is not possible to break down the costs to CSSIW for the core services mentioned above.

CSSIW inspectors also use a bespoke Microsoft Dynamics Customer Relationship Management (CRM) 2011 system and Xperido software which support a range of functions including the inspection process.

In 2016-17, the overall maintenance and development budget for CSSIW's CRM and for CSSIW Online (currently in its development and implementation stage) is £1,200,000. This budget covers a range of functions, including inspection, but it is not possible to differentiate the costs.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

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We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

You have made a second request on 20 March 2017 that asks the same questions but also seeks clarification of the number of inspections CSSIW completes in a year. This additional information is included in our Annual Reports that are published each year on our website. You can find reports dating from 2011-12 to 2015-16 at:

<http://cssiw.org.uk/our-reports/annual-reports/?lang=en>

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely