

Dear ,

ATISN 24685: Request for information about 1 Call Care C.I.C.

Thank you for your request for information. You asked for the following information under the Freedom of Information Act (FoIA):

Copies of all inspection reports and any associated documentation held by Care Inspectorate Wales (CIW) relating to 1 Call Care C.I.C. for the period during which the organisation was operational. Specifically:

- 1. All finalised inspection reports issued to 1 Call Care*
- 2. Any action plans, improvement notices, or formal correspondence related to the outcomes of those inspections.*

Our Response

We have considered your request under the Freedom of Information Act (FoIA).

1. All finalised inspection reports issued to 1 Call Care

The inspection reports are publicly available information and copies of all inspection reports for 1 Call Care were provided to you on 30/04/2025 in response to your initial request.

2. Any action plans, improvement notices, or formal correspondence related to the outcomes of those inspections.

We have decided this information requested about the inspections of 1 Call Care, including action plans, improvement notices, or formal correspondence related to the outcomes of those inspections, is exempt from public disclosure under **Section 30(2) of the Freedom of Information Act: 'Investigations and proceedings conducted by public authorities'** and is therefore withheld. The reasons for applying this exemption are set out at Appendix 1 of this response.

Next Steps

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: Freedomofinformation@gov.wales

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 the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,

Annex 1

Application of exemptions

The Freedom of Information Act (FoIA) provides a right for anyone to ask a public authority to make requested information available to the wider public. As the release of requested information is to the world, not just the requester, public authorities need to consider the effects of making the information freely available to everybody. Any personal interest the requester has for accessing the information cannot override those wider considerations.

We have decided to withhold the following information:

Information being withheld	Section number and exemption name
Any action plans, improvement notices, or formal correspondence related to the outcomes of the inspections of 1 Call Care C.I.C. for the period during which the organisation was operational.	<ul style="list-style-type: none">• Section 30(2): Investigations and proceedings conducted by public authorities.

Section 30(2): Investigations and proceedings conducted by public authorities

The information requested is information obtained and processed by Care Inspectorate Wales for the purpose of the inspections of this care service. This is a regulatory function carried out by CIW under the **Regulation & Inspection of Social Care (Wales) Act 2016**.

Under **Section 30(2)** of the FoIA:

Information held by a public authority is exempt information if—

(a) it was obtained or recorded by the authority for the purposes of its functions relating to—

(iii) investigations which are conducted by the authority for any of the purposes specified in section 31(2) and either by virtue of Her Majesty's prerogative or by virtue of powers conferred by or under any enactment, and

(b) it relates to the obtaining of information from confidential sources.

(a) CIW inspections of care services are undertaken as part of CIW's regulatory function by virtue of powers conferred by the **Regulation & Inspection of Social Care (Wales) Act 2016**. In the case of these inspections, the following purposes specified in **Section 31(2)** of the FoIA apply:

(a) the purpose of ascertaining whether any person has failed to comply with the law,

(b) the purpose of ascertaining whether any person is responsible for any conduct which is improper,

(c) the purpose of ascertaining whether circumstances which would justify regulatory action in pursuance of any enactment exist or may arise,

(d) the purpose of ascertaining a person's fitness or competence in relation to the management of bodies corporate or in relation to any profession or other activity which he is, or seeks to become, authorised to carry on,

(j) the purpose of protecting persons other than persons at work against risk to health or safety arising out of or in connection with the actions of persons at work.

- (b) The information processed for the purpose of these inspections includes information obtained in confidence from various sources including the service provider, people who work at the service, other professionals involved with the service, people who receive care from the service and their relatives, and members of public. This information is provided to CIW with an expectation of confidentiality so CIW can ensure people feel safe to engage openly with or provide accurate information to CIW to inform our inspections.

Public interest test

Section 30 is subject to the public interest test. This means the public interest in withholding the requested information must outweigh the public interest in disclosure. Our consideration of the public interest test is as follows:

Public interest in disclosing the information:

- There is a public interest in CIW being open and transparent about the outcomes of our regulatory inspection activity and in knowing whether regulated care services provide good quality safe standards of care. All previous inspection reports produced while 1 Call Care was registered were made available on our website. Therefore, the public interest in knowing whether the regulated care service provided good quality safe standards of care was met. CIW are not aware of any particular public interest in these inspections of 1 Call Care as the service is no longer operational and the provider is no longer registered with CIW.

Public interest in withholding the information:

- There is a public interest in allowing CIW to consider a wide-range of information to inform our inspections in order to determine whether registered care providers are compliant with the relevant standards and regulations, by ensuring that people's confidentiality is protected when they engage, share information, or raise concerns with CIW as part of our inspection processes. If CIW were to disclose the requested information about 1 Call Care into the public domain, this could impact CIW's future inspection activity of other care services as providers, service staff, professionals and people who use care services may not feel comfortable to engage fully with CIW during the inspection process. CIW must ensure that open and honest communication with care service providers about their services can continue.

Balance of the public interest:

- We consider, on balance, the public interest is in favour of withholding the requested information. This is because the public interest in transparency is outweighed by the public interest in maintaining the integrity and effectiveness of CIW's regulatory functions for the purpose of protecting the safety and welfare of people who use care services, and the duty to protect the confidentiality of people who share information with CIW or whose personal data is processed for the purpose of our inspections. We believe the public interest in knowing whether care services provide good quality safe care is met through the publication of our inspection reports.

Conclusion:

We believe the information requested is therefore exempt from public disclosure under Section 30(2), as set out above, and is therefore withheld.