



**Register a care service:
Requesting advice before applying**

Publication date: 24 March 2021

Publication code: REG-1220-060

Register a care service: Requesting advice before applying

We recommend that you seek advice before you submit your application to register a care service, particularly if you are planning to register a premises-based or outdoor setting service. This may include reviewing plans for buildings, upgrading and refurbishments, or general advice, however does not include technical support with completing the form. Please note that planning permission may be required before applying. Environments that do not meet best practice guidance will not be registered, therefore it is in your best interest to seek advice at an early stage.

Your draft application will be sent to the registration team along with your message entered below and a member of the team will be in touch within 10 working days to confirm we are in receipt of your application. We may arrange to discuss this further and to clarify what advice we are able to provide. We may initially ask you to provide a range of additional or supporting information before we are able to provide support or undertake any site visit etc.

Submitting your request

To submit a request for advice you should create an account to allow you to log in to the online portal, or log in using your existing details where you already have them. You should select the box “Register a care service and manage my applications”. You will then be presented with the registrations page where you should select the box “Apply to register a new service”.

The first part of the application form includes a navigation panel on the left that shows you the stages of the application form.

You will be required to read the guidance pages under the ‘Before you begin’ section before the ‘Request advice’ option is made available to you.

When you have finished reading these pages the option will be displayed as a purple button below the menu.

The screenshot shows the 'CI Digital Registration' portal. At the top, there is a header with the 'care inspectorate' logo and the text 'CI Digital Registration'. Below the header, there is a navigation bar with 'Your account' and 'Log off' links. A 'BETA' banner indicates this is a new service and provides a link for feedback. The main content area is titled 'Before you begin' and 'Guidance on applying'. It shows the application number 'RA001902' and 'Version 1.2'. The text advises users to read the information on the 'Care Inspectorate website' before completing the form. A section titled 'Requesting advice before applying' explains the recommendation to seek advice and lists examples of environments that do not meet best practice guidance. At the bottom, there is a purple button labeled 'Request advice' and a question 'Which parts of the form do I complete?'.

To submit your request for advice we need some basic details from you, this will allow us to direct your query to the relevant team. The details include your name and contact details, the type of service you propose to register and information about the people who will use the service for example adults or children. If you have not completed these sections, when you select the option to request advice, a warning message will display at the top of the page, indicating there is information missing. You can navigate back to the application form to complete the relevant pages using the navigation panel which will remain on the left of the screen. You will also see that you cannot select the button to submit your request at this stage.

Please note – if you add any information in the text box on the ‘Request advice’ page before you have completed the required information, you will not be able to select the button to submit your request and any information you have entered will be lost when you navigate away from this page.

When you have completed the information required and selected the ‘submit for advice’ button, you will receive confirmation that your request has been sent. You can select the option to return to application which is available in the Actions menu and continue with your application in the meantime if you wish to do so.



Your request for advice will be responded to by email using the email address you have provided in the application form. There is also a communications section on the online portal which allows you to keep a record of communications sent and received by you. This can be found by visiting the main Registrations page and selecting ‘View application’ and then selecting the ‘Communications’ tab.



CI Digital Registration

[Your account](#) [Log off](#)

BETA This is a new service – please [email us your feedback](#) to help us to improve it.

Registrations

Apply to register a new service

Your applications

Showing 3 of 3 record(s).

Show [25](#), [50](#)

Application number	Date started	Service name	Type	Application status
RA001881	10 November 2020	Example name		In Progress
RA001880	09 November 2020	Example name		In Progress
RA001472	28 September 2020	Example name		Assessing

[View application](#)

[View application](#)

[View application](#)

Showing 3 of 3 record(s).



CI Digital Registration

[Your account](#) [Log off](#)

BETA This is a new service – please [email us your feedback](#) to help us to improve it.

[Home](#) > [Overview](#)

Application overview

Application number RA001902

Version 1.2

Application in progress

Actions

You have not yet completed all the sections of the application.

[Continue application](#)

You need to complete all the sections of the form before you can submit your application.

[Withdraw application](#)

[View attachments](#)

[View communications](#)

Showing 8 of 8 record(s).

Show [25](#), [50](#)

Date of communication	Method of communication	Email address	Email subject
11 November 2020	Request for advice		Request for advice
12 November 2020	Email		RCN-1954-RA001902 - Request for advice
12 November 2020	Email		RCN-1954-RA001902 - Request for advice
12 November 2020	Request for advice		Request for advice

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

web: www.careinspectorate.com

email: enquiries@careinspectorate.com

telephone: 0345 600 9527



@careinspect

Other languages and formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.