



Digital Portal: Requesting advice before applying to register a care service

Publication date: 07 November 2023

Publication code: IT-0623-028

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Portal home
Username1

Apply to register a new service

In order to request advice you will need to start an application.
Click the **Apply to register a new service** button.

Already provide care services?

You can manage your provider or service records here. Find out how to add [your existing provider and services to the portal](#).

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Apply to register a new service

Who are you applying on behalf of?

▶ [Help with provider options](#)

Existing provider with registered services

Applicant with existing active applications (no registered services)

A new provider

Continue Cancel and return home

The first step requires you to declare who you are applying on behalf of



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Apply to register a new service

Who are you applying on behalf of?

[Help with provider options](#)

Click the **Help with provider options** link if you would like more information on which option to choose

Existing provider with registered services - Choose this option if you already provide care services which are registered with the Care Inspectorate and are looking to register a new service for that provider.

Applicant with existing active applications (no registered services) - Choose this option if you already have active applications to register a new service and would like to make additional applications for the same applicant.

A new provider - Choose this option if you don't currently provide care services registered with the Care Inspectorate or are an existing provider who is registering services that are not for that provider.

Existing provider with registered services

Applicant with existing active applications (no registered services)

A new provider

[Continue](#) [Cancel and return home](#)



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Apply to register a new service

Who are you applying on behalf of?

[Help with provider options](#)

Existing provider with registered services

Applicant with existing active applications (no registered services)

A new provider

In this example we will select to apply on behalf of **A new provider**

[Continue](#) [Cancel and return home](#)

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Apply to register a new service

Who are you applying on behalf of?

[Help with provider options](#)

Existing provider with registered services

Applicant with existing active applications (no registered services)

A new provider

Continue Cancel and return home

Click the **Continue** button

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Application Stages

[Before you begin](#)

- Guidance on applying**
 - You, registration and the law
 - Disclosure Scotland
 - Definitions of care service types
 - Scottish Social Services Council (SSSC)
 - Data protection statement
 - What happens next?
 - Provider entity type
 - Register a care service

Home > Create

Before you begin

Guidance on applying

Version 1.4

Before you begin a care service

Before you begin, we require that you read a series of pages providing important guidance to help with your application

Learn more about registering a care service on our [website](#).

Please also ensure you have read: Applying to Register a Care Service: Guidance for Applicants. This is available on the [Care Inspectorate website](#).

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 service. This may include reviewing plans for buildings, upgrading and refurbishments, or general advice. Please note environments that do not meet best practice guidance will not be registered,

Part 3 – Appointment of a manager

If you intend to appoint a manager to the form. This information can either be supplied by the applicant or the manager. If the manager has not yet been appointed can be supplied by the applicant. The registration process until a suitable manager is appointed. Applying to register a childminding service. The information is normally appropriate to complete this form.

At the bottom of each page, select the checkbox confirming you have read and understood the information provided and click the **Save and continue** button

I have read and understood 'Guidance on applying'

Save and continue Cancel and return home

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Application Stages

- Before you begin
 - Guidance on applying
 - You, registration and the law
- Disclosure Scotland**
 - Definitions of care service types
 - Scottish Social Services Council (SSSC)

Home > Overview > Edit

Before you begin

Disclosure Scotland

Application

Version 1.4

Green ticks indicate your progress as you read each page in the series

Details of an applicant that is an Organisation

That is a company; association; firm; partnership; committee or corporate/unincorporated body etc.

If you are completing an application on behalf of an applicant that is any of the above complete it as an **'Organisation'**. In the application, you will be asked to provide details of all relevant 'partners/ members/directors' etc of the 'applicant' entity (unless you are a Local Authority or Health Board).

Who will be providing the care service?

Individual

Organisation

For this example we will select **Individual** and click to save and continue

Save and continue Save as draft [Exit without saving](#)

Application Stages

- Before you begin
 - Guidance on applying
 - You registration and the law
 - Disclosure Scotland
 - Definitions of care service types
 - Scottish Social Services Council (SSSC)
 - Data protection statement
 - What happens next?
 - Provider entity type
 - Register a care service**
- Details of the applicant
- Details of the service
- Details of the manager
- Summary

[Request advice](#)

Home > Overview > Edit

Before you begin

Register a care service

Application number RA003

Version 1.4

On each of these pages you will have noticed the **Request advice** button.

If we click this button at this stage...

What type of care service are you applying for?

- Support service
- Care home service
- School care accommodation service
- Nurse agency
- Childcare agency
- Secure accommodation service
- Offender accommodation service
- Adoption service
- Fostering service
- Adult placement service
- Childminding service



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Application Stages

- Before you begin
- Details of the applicant
- Details of the service
- Details of the manager
- Summary

[Request advice](#)

Home > RequestAdvice

Request advice

Request advice

Version 1.4

... we are presented with an alert stating there is a problem.

Please don't be alarmed. All that is required is some more information in order for us to provide advice.

There is a problem

Action is required for the following, click on the link to take you back to the question:

To submit a request for advice, we need some basic details from you. Please return to the application form and complete the sections listed in the warning below

! Please be aware – by submitting your request for advice, the information you have entered in your application form will be available for the registration team to view. This will include any personal information you have entered.

! To submit a request for advice, we need some basic details from you. Please return to the application form and complete the following sections:
Register a care service
Information about people who will use the service
Service name and contact details
Details of applicant

Submit for advice or [Return to application](#)

The required details are listed at the bottom of the page

! Please be aware – by submitting your request for advice, the information you have entered in your application form will be available for the registration team to view. This will include any personal information you have entered.

! To submit a request for advice, we need some basic details from you. Please return to the application form and complete the following sections:
Register a care service
Information about people who will use the service
Service name and contact details
Details of applicant

Submit for advice or [Return to application](#)

The **Submit for advice** button is disabled until these details have been provided

! Please be aware – by submitting your request for advice, the information you have entered in your application form will be available for the registration team to view. This will include any personal information you have entered.

! To submit a request for advice, we need some basic details from you. Please return to the application form and complete the following sections:
Register a care service
Information about people who will use the service
Service name and contact details
Details of applicant

Submit for advice or [Return to application](#)

Click the **Return to application** link to start providing these details

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Application Stages

- Before you begin
 - Guidance on applying
 - You, registration and the law
 - Disclosure Scotland
 - Definitions of care service types
 - Scottish Social Services Council (SSSC)

Home > Overview > Edit

Before you begin

Register a care service

Application number RA003204

Version 1.4

We are taken back to the Register a care service page where we previously clicked the Request advice button.

This is one of the pages you must complete before you can request advice.

Register a care service

Application number RA003204

Version 1.4

What type of care service are you providing?

- Support service
- Care home service
- School care accommodation service
- Nurse agency
- Childcare agency
- Secure accommodation service
- Offender accommodation service
- Adoption service
- Fostering service
- Adult placement service
- Childminding service
- Daycare of children service

Select the appropriate option.

You will notice a description of the selected service will be displayed to help you choose the correct option.

Click the **Save and continue** button at the bottom of the page.

Request advice

Details of the applicant

Details of the service

Details of the manager

Summary

A service which provides care for children on non-domestic premises for a total of more than two hours per day and on at least six days per year. Includes nursery classes, creches, after school clubs and playgroups and can be run on a public, private or voluntary basis. This definition does not include services which are part of school activities. Nor does it include activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides.

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Application Stages

- ▶ [Before you begin](#)
- ▼ [Details of the applicant](#)
 - Details of an individual applicant**
 - Employment history
 - Qualifications
 - References
 - Convictions and prosecutions
 - Previous involvement in care services
 - Removals and disqualifications
 - Bankruptcy and sequestration
 - Invoicing contact details
- ▶ [Details of the service](#)

Home > Overview > Edit

Details of the applicant

Details of an individual applicant

Application number

Version 1.4

Your details

We will use this information to register you as a registered provider on the Certificate of Registration.

First name

Middle name or other names (optional)

This is another page we require you to complete before providing advice on your application.

Please complete the information on this page and click the **Save and continue** button to proceed.

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Application Stages

- ▶ [Before you begin](#)
- ▼ [Details of the applicant](#)
 - ✓ **Details of an individual applicant**
 - Employment history**
 - Qualifications
 - References
 - Convictions and prosecutions
 - Previous involvement in care services
 - Removals and disqualifications
 - Bankruptcy and sequestration
 - Invoicing contact details
 - ▶ [Details of the service](#)
 - ▶ [Details of the manager](#)
 - ▶ [Summary](#)

Home > Overview > Edit

Details of the applicant

Employment history

Application number RA003205

Version 1.4

Have you been in employment in the last five years?

Yes

No

The remaining **Details of the applicant** pages are not required at this stage.

To check what pages we need before we can provide advice, click the **Request advice** button to return to the list.

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Application Stages

- ▶ [Before you begin](#)
- ▼ [Details of the applicant](#)
 - ✓ [Details of an individual applicant](#)
 - Employment history**
 - [Qualifications](#)
 - [References](#)
 - [Convictions and prosecutions](#)
 - [Previous involvement in care services](#)
 - [Removals and disqualifications](#)
 - [Bankruptcy and sequestration](#)
 - [Invoicing contact details](#)
- ▶ [Details of the service](#)
- ▶ [Details of the manager](#)
- ▶ [Summary](#)

Home > Overview > Edit

Details of the applicant

Employment history

Application number RA003205

Version 1.4

Have you been in employment in the last five years?

Yes

No

[Save and continue](#) [Save](#)

The next page we require you to complete is in the section called **Details of the service**. Click this link to go open this section.

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Application Stages

- ▶ [Before you begin](#)
- ▶ [Details of the applicant](#)
- ▼ [Details of the service](#)
 - Service name and contact details**
 - [Beginning the service](#)
 - [Statement of aims and objectives](#)
 - [Information about people who will use the service](#)

Home > Overview > Edit

Details of the service

Service name and contact details

Application number RA003205

Version 1.4

Name of the proposed service

Summer Care Service

You will need to complete the **Service name and contact details** page

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Application Stages

- ▶ [Before you begin](#)
- ▶ [Details of the applicant](#)
- ▼ [Details of the service](#)
 - ✓ [Service name and contact details](#)
 - Beginning the service**
 - [Statement of aims and objectives](#)
 - Information about people who will use the service**
 - [Accommodation and premises](#)
 - [Staffing](#)
 - [Policies](#)
 - [Evaluating the service](#)
 - [Financial information](#)
 - [Insurance details](#)

Home > [Overview](#) > Edit

Details of the service

Beginning the service

Application number RA003205

Version 1.4

When do you intend to begin

Tell us the date when you intend to formally agreed with the Care Inspectorate

For example, there may be a link registration of the new service.

You should be aware that processing an application to register a care service routinely takes up to three months for a childminding service and up to six months for all other services.

Month Year

You are not required to complete this page before requesting advice but there is one more page that is required. Click to open the page to provide Information about the people who will use this service.

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Application Stages

- ▶ [Before you begin](#)
- ▶ [Details of the applicant](#)
- ▼ [Details of the service](#)
 - ✓ [Service name and contact details](#)
 - ✓ [Beginning the service](#)
 - ✓ [Statement of aims and objectives](#)
 - Information about people who will use the service**
 - [Accommodation and premises](#)
 - [Staffing](#)
 - [Policies](#)
 - [Evaluating the service](#)
 - [Financial information](#)
 - [Insurance details](#)
- ▶ [Details of the manager](#)
- ▶ [Summary](#)

Home > [Overview](#) > Edit

Details of the service

Information about people who will use the service

Application number RA003205

Version 1.4

Use the space below to tell us more about people the who will use your proposed service
For example, their age range, health issues or specific needs

Elderly people with various health issues.

Once you have entered this information click the Save and continue button

You have 4999 characters remaining

What is the maximum number of people you will provide a service to at any one time?
For example, 15

Request advice

Save and continue Save as draft [Exit without saving](#)

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Application Stages

- ▶ [Before you begin](#)
- ▶ [Details of the applicant](#)
- ▼ [Details of the service](#)
 - ✓ [Service name and contact details](#)
 - ✓ [Beginning the service](#)
 - ✓ [Statement of aims and objectives](#)
 - ✓ [Information about people who will use the service](#)
 - Accommodation and premises**
 - ▶ [Staffing](#)
 - ▶ [Policies](#)
 - ▶ [Evaluating the service](#)
 - ▶ [Financial information](#)
 - ▶ [Insurance details](#)
- ▶ [Details of the manager](#)
- ▶ [Summary](#)

Home > Overview > Edit

Details of the service

Accommodation and premises

Application number RA-123456789

Version 1.4

Are the premises presently carrying out the aims and objectives of the care service?

Yes

No

Please describe the proposed premises or setting. Include details of planning permission or building works if applicable

You have 5000 characters remaining

[Request advice](#)

Please submit a copy of a completion certificate in relation to new builds or substantial building works.

This page is not required in order to request advice.

Now you can click the **Request advice** button...

▶ [Details of the applicant](#)

▶ [Details of the service](#)

▶ [Details of the manager](#)

▶ [Summary](#)

[Request advice](#)

Request advice

Version 1.4

Requesting advice before submitting your application

... you can provide detail of the advice required and click the **Submit for advice** button as it is now enabled

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 service. This may include reviewing plans for buildings, upgrading and refurbishments, or general advice. Please note 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 in 3 working days to discuss this further and to clarify what advice we are able to provide. We may initially ask you to provide us with a range of additional or supporting information before we are able to provide support or undertake any site visit etc

Please tell us what advice you require below

You have 1500 characters remaining

! Please be aware – by submitting your request for advice, the information you have entered in your application form will be available for the registration team to view. This will include any personal information you have entered.

[Submit for advice](#) or [Return to application](#)

The screenshot shows the 'CI Digital | Registration' page. At the top left is the 'care inspectorate' logo. The main heading is 'CI Digital | Registration'. On the top right, there are links for 'Your account' and 'Log off'. Below the heading is a 'Portal home' link. A 'BETA' banner states: 'This is a new service – your feedback will help us to improve it. Learn about the Digital Portal on our website.' The main content area features a large green box with the text: 'Your request for advice has been submitted' and 'The application number is RA00320'. A callout box with a green border points to the 'Return to application' link in the 'Actions' section, containing the text: 'Once submitted, you can click the Return to application link to continue completing your application'. The 'What happens next' section explains that the request has been sent to the registration team and a response will be provided within 5 working days. The 'Actions' section contains a single link: 'Return to application'.

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Your request for advice has been submitted

The application number is
RA00320

Once submitted, you can click the **Return to application** link to continue completing your application

What happens next

We've sent your request for advice to our registration team. A member of a team will aim to respond to you within 5 working days to discuss your request and clarify what advice we are able to provide.

Actions

- [Return to application](#)

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

web: www.careinspectorate.com

email: enquiries@careinspectorate.com

telephone: 0345 600 9527



@careinspect