

Statements of purpose

Guidance for providers

August 2018

Statements of purpose

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Update since 2012 version of this guidance

- Information added about using the Provider Portal. The CQC Provider Portal is an online system that allows registered providers to complete transactions with us quickly and efficiently. Find out more about the Provider Portal on our website.

Summary

This guidance explains what statements of purpose are and how they should be submitted to CQC.

Statutory requirements

1. What is a statement of purpose and what must be in it?

A statement of purpose is a legally required document that includes a standard set of information about a provider's service. Statements must describe:

- The provider's aims and objectives in providing the service.
- Details of the services provided including the service types (for example, hospice services) and the service user bands (for example, adults aged 65+).
- The health or care needs the service sets out to meet.
- The provider's and any registered managers' full name(s), business address(es), telephone number(s) and (where available) email address(es).
- Details about the legal status of the provider (for example, whether they are an individual, company, charity, or partnership).
- The address CQC must use to send formal documents to registered providers and managers. Formal documents include legally required notices and inspection reports. ('Addresses for service' can be email addresses where a provider or manager consents to receiving documents in this way)
- All of the locations where regulated activities are actually provided, or where they are provided from (listed as 'locations' on your certificate of registration together with any service branches not listed as locations).

The information in statements of purpose must always be accurate and up to date.

You can read Schedule 3 to the Care Quality Commission (Registration) Regulations 2009, which sets out these legal requirements, [by clicking here](#) and following relevant links.

2. What is an 'address for service', and why are they important?

When CQC:

- wants to warn a service that it is not complying with legal requirements,
- responds to applications in relation to registration, or
- wants to take certain kinds of enforcement action,

we are required by law to send registered persons (providers and registered managers) a statutory notice.

These statutory notices say (for example):

- what CQC proposes or has decided to do about an application or a serious failing;
- in what way CQC thinks a provider is not complying with the law;
- that CQC is serving a fixed penalty (fine); and
- other equally important matters.

Statutory notices also explain how registered persons can make representations and appeals against CQC's proposals and decisions.

Statutory notices are therefore very important documents.

A registered person's 'address for service' is the address to which CQC must send these statutory notices. Providers must say what their address for service is in their statement of purpose. The address must be in England and cannot be a simple PO Box number. Registered persons can also agree to be served documents by email to an address that they supply; this email address must also be shown in the statement of purpose.

CQC also uses addresses for service for sending other important regulatory documents to registered persons, for example inspection reports.

It is vital that addresses for service are accurate, up to date, and can ensure that registered persons receive the notices and other documents that CQC sends them promptly. CQC can deem notices sent to the address for service as having been served (within certain timescales).

Drafting and submitting your statement of purpose

3. Is there a template for statements of purpose?

Yes. CQC supplies a statement of purpose template that can help you to make sure that you include all the information required.

The template is in four parts:

- Part 1 includes contact and other details for the provider, including their address for service.
- Part 2 describes the provider's aims and objectives in providing the service.
- Part 3 is for details of all the location(s) where regulated activities are carried on or carried on from, the services provided, and the kinds of health or social care needs that the service meets. The template uses the same service user groups that are used in CQC's application forms to show the needs the service meets. You should complete a separate part 3 for each of your locations.
- Part 4 is for details of the registered managers working for the service. They include the address for service for the manager(s). You should complete a separate part 4 for each of your managers.

You do not have to use CQC's statement of purpose templates, but using them will help you to make sure that your statement includes all of the information the law requires.

Using CQC's Provider Portal

Please note that the template provided on the CQC website is in four separate parts to enable you to duplicate some parts, if necessary. If you are registering as a new provider online or using the Provider Portal to update your statement of purpose, you will need to merge the four parts into a single document in order to upload it.

4. How and when do I submit my statement of purpose?

You must submit a statement of purpose on two occasions:

1. When you first apply for registration. You can now apply to register online using the Provider Portal, but please note, you must upload your statement of purpose as a single document. CQC's templates enable you to have one statement of purpose covering all of the regulated activities you provide (though you can have separate ones if you prefer). When you have completed the separate sections, you should merge them to create a single document.
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2. You must also send us a new copy of your statement of purpose if you amend it (see below). If you have a Provider Portal account you can do this online.

5. Do I ever need to amend my statement of purpose?

Statements of purpose must be amended when there are changes to any of the bullet pointed items shown in question 1, 'What is a statement of purpose?' above. These items are listed in detail in schedule 3 of the Care Quality Commission (Registration) Regulations 2009. It is important that you read schedule 3 and ensure that your statement of purpose includes all of the required information.

The law says that you have to notify CQC whenever you change your statement of purpose, and must tell us about the detail of the changes you have made. You have to do this within 28 days of making any changes.

If you have a Provider Portal account, you can do this online. If you do not have a Provider Portal account, you can use the CQC templates to amend or add the relevant part(s) of your statement and then send them by email to HSCA_notifications@cqc.org.uk. You must also include a filled in change of statement of purpose notification form. You can find all these forms on the [statement of purpose page on our website](#).

If you cannot send notifications by email, the notification form gives the address where printed copies should be posted to.

If you are changing your statement of purpose as part of an application to vary your registration (for example to add or remove a location; to add or remove a regulated activity; or to register a manager) you will have to send us an amended version of your statement of purpose. If you have a Provider Portal account, this can be done online. If you do not have a Provider Portal account then new or amended parts of your statement of purpose should be emailed to us along with the relevant application form(s).

6. What if I need to change my 'address for service'?

Providers can tell us about a change of their address for service by amending Part 1 of their statement of purpose. CQC can only serve formal documents by email where a provider has agreed to this; the Part 1 form enables them to do this. CQC always sends Notices of Decision to providers in writing.

Registered managers can tell us about a change of their

address for service by amending the Part 4 form that includes their details.

The amended Parts of the statement, together with any agreement to service by email forms filled in by registered managers, should be submitted together with a change of statement of purpose notification form. You can find all of these forms on the notifications page of our website.

While changes of address for service and purely business addresses can be notified to us by submitting revised statements of purpose, changes of 'location' addresses, where regulated activity is actually provided, or where it is provided from, must be applied for using the appropriate application form. You can read more about registration applications [at this link](#).

Tools for the job

[Statement of Purpose](#)

[Notification form: Change to Statement of Purpose](#)
