

Annual report and accounts 2023/2024

In publishing this annual report and accounts for 2023/24, we acknowledge that the reporting period covered is now quite old.

Significant organisational change has occurred since that reporting period. We will reflect more fully on the changes and on our progress in responding to the reports from Dr Penny Dash, Professor Sir Mike Richards and Peter Gill in our next annual report. Throughout this publication we have endeavoured to strike a balance between respect for the accounting period and the changes that have occurred since.

This report is substantially the position of CQC during the 2023/24 period, and it is published about a year after we would have preferred. The lateness of reporting is beyond CQC's control and is due to some local government financial reporting and provision of pension assurance information from the Local Government Pension Scheme auditors. This information is a material aspect of our financial statements and required for certification of our accounts. The National Audit Office is aware of the situation. Further information relating to the delay is referenced in the report.

Despite the serious organisational issues that affected CQC's performance as a regulator during this period, the commitment and dedication of our people ensured that good work continued to be delivered, as detailed in our performance report.

In 2025, we have identified 4 immediate actions and 5 foundational improvements needed to help rebuild CQC. This work is underway and involves a collaborative effort across the organisation and with our external stakeholders.

We will report on the delivery of this work in future reports, and we are confident that we will be able to demonstrate good progress to becoming the strong regulator of health and social care that people and providers need and deserve.

Sir Mike Richards CBE MD FRCP

Chair

Sir Julian Hartley

Chief Executive

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