

Publication scheme

Guide to information routinely published by the Care Quality Commission (CQC)

Introduction

The Freedom of Information Act 2000 (FOIA) gives rights of public access to information that is recorded and held by public authorities (such as CQC). The FOIA aims to promote a culture of openness and accountability among public sector bodies, to improve understanding of how public authorities carry out their duties, make decisions and spend public money. The FOIA achieves this by requiring public authorities to make information about themselves and their activities routinely available to the public. This guide describes the information that CQC makes routinely available and how to find it.

CQC has adopted the Information Commissioner's Office (ICO) 'Model Publication Scheme', which commits us to:

- Proactively publish, or routinely make available, information that falls within the 'classes of information' listed on the following pages.
- Specify the information that we hold, and which falls within those 'classes of information'.
- Publish guidance on how we make this information available, so that the public can easily identify and access it.
- Regularly review and update the types of information we make available.
- Publish information on any fees that we may charge for this information.
- Making this publication scheme available to the public.

How we publish information

We use our website (www.cqc.org.uk) as the principal way to publish information about our organisation and activities. In most cases, you can find information using the 'search' facility on the site.

The following type of information will **not** generally, be made routinely available:

- information in draft form
- information that would be impractical or resource intensive to prepare for routine release
- information that is no longer readily available because it is archived or retrieving it would be too difficult, impractical or resource intensive to prepare for routine release

- information whose release is prohibited by law, or exempt under the FOIA or is otherwise considered to be protected from disclosure.

Making a request under the Freedom of Information Act 2000

If the information you need is not in the publication scheme, you can contact us to request it under the FOIA. Please email information.access@cqc.org.uk or write to:

Information Access
Legal Services & Information Rights
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

We will usually respond within 20 working days after we receive your request, but we may extend this deadline if we need to ask you for more clarification or if (in very rare circumstances) we need to consider complex issues of public interest in deciding whether to provide certain information. We will tell you if we need to extend the deadline and will explain the reason why.

Some information might be exempt from disclosure under FOI but we will usually tell you if we are withholding information. We will also explain why we feel that it is appropriate to apply the exemption.

In some cases, the FOIA allows us to refuse to confirm or deny holding certain information. For example, we can use exemptions under FOIA to refuse to disclose confidential personal information, or to refuse to make disclosures that would make it difficult for us to carry out our regulatory role.

We may need to consult with other people or organisations before giving you the information. This usually happens where you requested information that was provided to CQC by another organisation.

If you are unhappy with our response

If you are unhappy with our response to your FOI request, please tell us why. We will respond to you in writing. If you are still dissatisfied *following your appeal*, you can contact [the Information Commissioner](#) at the following address:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 01625 545 745

Classes of information

We routinely publish information within the following classifications:

1. Who we are and what we do

Information about our organisation, its structure, locations and how to contact us.

How to contact CQC

www.cqc.org.uk/contact-us

This tells you how to contact us with a general enquiry, how to report concerns about poor care or abuse, and how to complain about CQC. It also includes guidance for care staff on 'whistleblowing', telling them how they can raise concerns about the health and social care services that they work for.

On any page you can search for hospitals, care homes, dentists, home care, and other services. You can tell us your experience, good or bad, of any registered service - you can provide this information anonymously, if you wish.

Organisational charts, roles and responsibilities, and job specifications

This provides information about our Board and executive team, how we work and how we make decisions: www.cqc.org.uk/how-we-are-run

There is a link to the latest organogram, displaying CQC's organisation structure by directorate, team, and total numbers of staff (on data.gov.uk at <https://data.gov.uk/organogram/care-quality-commission>) and details of roles and responsibilities, job titles and pay rates: www.cqc.org.uk/salariesandstructure.

Biographical details of CQC Board members and senior staff

Biographies, Declarations of Interest, and details of expenses for our Chair, Chief Executive, Board members and executive team: www.cqc.org.uk/meet-our-team .

Information relating to the legislation relevant to CQC's functions

Details of our functions under the Health and Social Care Act 2008, and related regulations: www.cqc.org.uk/legislation

We also have functions under the Mental Health Act 1983: www.cqc.org.uk/your-rights-under-mental-health-act.

Information about our functions under the Ionising Radiation (Medical Exposure) Regulations: www.cqc.org.uk/irmer

Information relating to organisations which CQC works in partnership with

We work in partnership with a number of organisations. Formal agreements describing this work: www.cqc.org.uk/partnerships-other-organisations

Board meetings

Board papers detailing discussions at our public board meetings:
www.cqc.org.uk/board

2. What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

Financial statements

We publish annual financial statements in our annual reports:
www.cqc.org.uk/annualreport. All expenditure over £25,000, over £500 on Government Procurement Cards and all contract spending: www.cqc.org.uk/spending.

Regular reports on financial performance are included within the 'corporate performance scorecard' which is produced quarterly and published as part of our Board papers: www.cqc.org.uk/annualreport.

Allowances and expenses

Expenses for our Chair, Chief Executive, Board members and executive team:
www.cqc.org.uk/spending

Workforce pay and grading

Details of the grading and pay bands of all staff within CQC:
www.cqc.org.uk/salariesandstructure

Contracts and procurement

Details of all of CQC's central government contracts over £10,000:
www.cqc.org.uk/spending or www.gov.uk/contracts-finder

3. CQC's priorities and progress

Strategies and plans, performance indicators and reviews

Corporate plans and business plan

CQC's strategy and business plan: www.cqc.org.uk/ourstrategy

Organisational and department performance reviews

Reports on CQC by other organisations are included in:

www.cqc.org.uk/externalreports

Service standards, progress reports and statistics

We produce corporate performance scorecard reports quarterly (every three months), these are published as part of our Board meeting papers: www.cqc.org.uk/board

4. How we make decisions

Decision-making processes and records of decisions

Our decision-making structure and processes: www.cqc.org.uk/how-we-are-run

Minutes of meetings, (including reports and papers)

Minutes, reports and papers for all public CQC Board meetings: www.cqc.org.uk/board

CQC hosts Healthwatch England. The website (including meeting papers):

www.healthwatch.co.uk

Major policy proposals and decisions

Major policy proposals and decisions are published in CQC's Board papers and as news items at www.cqc.org.uk/news

Public consultations

Information about our public consultations: www.cqc.org.uk/consultations

Registration, inspection and enforcement

How we register and inspect services and undertake enforcement action where services do not meet the required regulations.

www.cqc.org.uk/what-is-registration :

- Who needs to register
- What is a provider/location
- What is a regulated activity
- What is a registered manager/nominated individual
- What is a statement of purpose
- How a provider can register online.

www.cqc.org.uk/providers-how-we-regulate, how:

- We publish our findings
- Providers can request a review of their rating
- We take enforcement action, and how providers can challenge our decisions
- We can place services into special measures

5. Our policies and procedures

Current written protocols, policies and procedures for delivering our services and responsibilities.

Regulations for service providers and managers

We publish guidance that describes how providers and managers can meet the regulations. These include the fundamental standards – the standards below which care must never fall. This guidance takes the legal regulations and shows what providers must have regard to when carrying out regulated activities.

www.cqc.org.uk/regulations

How we inspect and regulate

Our inspection processes: www.cqc.org.uk/providers-how-we-regulate

Provider handbooks

The handbooks describe how we register providers, carry out inspections, publish our ratings and how we take enforcement action. We publish separate handbooks for each of the sectors we regulate: www.cqc.org.uk/handbooks .

Enforcement policy

How we use our powers to protect the public and hold registered providers and managers to account: www.cqc.org.uk/enforcement .

Privacy and information governance

Our privacy statement, information governance policy and code of practice on Confidential Personal Information set out how we handle personal information: www.cqc.org.uk/privacy-statement.

Equality and human rights

Our equality and human rights impact assessments analyse the possible effects that our policies and functions could have on equality and human rights: www.cqc.org.uk/equalityimpactassessments

Complaints

Although CQC cannot take up complaints about providers on behalf of the public and people who use services, we provide guidance on how to complain about poor care: www.cqc.org.uk/complain-about-service-or-provider

We aim to provide the best possible service, but we don't always get it right. You can complain about the actions of CQC: www.cqc.org.uk/complain-about-cqc

6. Lists and registers

Information we are currently required to hold in publicly available registers.

Health and Social Care Act 2008

The Health and Social Care Act 2008 requires providers and, in some cases, managers of health and adult social care services to register if they are carrying on 'regulated activities'. A list of these regulated activities: www.cqc.org.uk/regulatedactivities

CQC must make this register available to anyone who asks for it. We meet this requirement by providing a searchable directory of registered care services: www.cqc.org.uk/use-our-data

- **CQC Care Directory – with Filters** lists all locations registered with us
- **CQC Care Directory – with Ratings** lists the most recent rating a service has received overall, and by each of the five key questions: Is a service safe, effective, caring, responsive and well-led?

Freedom of Information Act 2000

Disclosure logs showing how we responded to requests under the Freedom of Information Act 2000: www.cqc.org.uk/foi

7. The services we offer

Inspection reports

Inspection reports for the services we regulate are available to download from our website. Find them using the search facility on <http://www.cqc.org.uk>

IRMER reports

We publish our findings and recommendations where we have taken enforcement action following Ionising Radiation (Medical Exposure) Regulations 2000 compliance inspections in clinical departments: www.cqc.org.uk/irmer-reports

Annual reports and other reports

Our annual reports, our annual 'State of Care' reports to Parliament, and other reports we publish: www.cqc.org.uk/publications

Guidance for care providers

Guidance for care providers on registration, and on meeting the national standards that we enforce: www.cqc.org.uk/providerguidance

Keeping this publication scheme up to date

CQC's Information Rights Manager is responsible for ensuring that this Publication Scheme and Information Guide are kept up to date.

The Publication Scheme will be reviewed annually, or whenever there is a significant change to the way we work, the types of information we publish, or the way in which we make that information available.