



## Inspection Feedback for Flexible Workers

CQC flexible workers consist of Specialist Advisors (SpA), Bank Inspectors and Executive Reviewers. Following attendance at an inspection, the inspection team are encouraged to provide feedback regarding the performance of all flexible workers.

The aim of our feedback process is to highlight areas of excellence, but also identify where training or learning could assist further development within the role and on future inspections. It also provides evidence to inform your CPD and where applicable, professional registration revalidation.

The feedback process considers how you have performed against the following competencies and/or if the inspection team would work with you again.

- Professionalism, values and behaviours
- Interpersonal and Teamwork
- Communication
- Following Instruction.
- Note taking
- Expertise
- Motivation

Each competency is scored against the following ratings: **Excellent 5/ Good 4/ Satisfactory 3/ Requires improvement 2/ Unsatisfactory 1.**

### Positive Feedback

Should you receive positive feedback (scoring of 3- Satisfactory to 5- Excellent) or confirmation the inspection team would work with you again, you will receive the feedback from the FWO directly by email.

### Areas for Development

If your feedback is predominantly positive but an area of development has been highlighted, the FWO will share the feedback, alongside guidance and suggested improvements.

### Concerns/ Negative Feedback

Should you receive 1- Unsatisfactory or 2- Requires Improvement in any competency and concerns have been raised regarding your performance, the directorate will work alongside the FWO to manage the feedback.

The FWO will support both the directorate and casual worker throughout this process. The casual worker will be given an opportunity to respond to any negative feedback or allegation, often through a telephone meeting arranged by the FWO.

In instances where the concerns raised are deemed a potential risk to the organisation, the flexible worker may be placed on hold pending an investigation. This is a neutral act to protect the legitimacy of the inspection programme. As an organisation we must ensure that our specialist advisors retain

the confidence of the providers we regulate, and we fully investigate any concerns or allegations raised.

The outcome will then be shared with the SpA/BI in writing. The decision will be made as to whether the SpA or BI should; continue and there is no further action/ continue and monitor their performance/ be disengaged from the role. A non-exhaustive list highlighting the reasons for disengagement are outlined within the feedback handbook.

#### **Inspection Review Feedback from Flexible Workers**

Flexible workers are also given the opportunity to provide feedback following attendance at inspection via the inspection review form.

Any feedback submitted from a casual worker is reviewed and sent on to the Directorate Inspection Manager/Head of Inspection (as appropriate) to identify best practice and any areas for improvement. It also supports an inspector's CPD.

**Specialist Advisors/ Bank Inspectors:** [SpA/ BI Inspection Review Form](#)

**Executive Reviewers:** [Executive Reviewer Feedback on Well Led Reviews Questionnaire](#)