Performance Report

January 2021

Corporate Business Plan 2020/21

CareQuality Commission

Priority 1: Deliver Our Core Business

ID	Ref	Measure	Target	Actual	RAG	.
1	A	Registration - Average days to complete simple applications	Improve	20	🔴	↘
2	A	Registration - Average days to complete complex applications	Improve	113.3	🔴	↗
3	B	Registration - Risk-based inspection within 6 months	<5%	On Hold	⚪	
4	B	Registration - Providers are rated good or outstanding	>80%	On Hold	⚪	
5	E	Registration - Representations upheld	>90%	89%	🟡	↗
6	E	Registration - First tier tribunals will be dismissed	>90%	TBC	⚪	
7		Registration - Action against unregistered providers (<8 weeks)	>90%	TBC	⚪	
8	C	Inspection - Inadequate and RI inspected within frequency	>90%	On Hold	⚪	
9	C	Inspection - Response to intelligence and risk	Monitor	66.75%	⚪	
10	D	Safeguarding - Alerts, action recorded in <= 1 day	95%	97%	🟢	→
11	D	Safeguarding - Concerns, action will be recorded in <= 5 days	95%	94%	🟡	→
12	D	Whistleblowing - Median days to record action	Monitor	4	⚪	↗
13	E	Enforcement - Time taken at each stage of the criminal enforcement	Improve	TBC	⚪	
14	E	Enforcement - Urgent served within 3 days	70%	100%	🟢	↗
15	F	Report Writing - Improve time taken (ASC)	27	22	🟢	↗
16	F	Report Writing - Improve time taken (PMS)	31	33	🟡	→
17	F	Report Writing - Improve time taken (HSP)	52	50	🟢	→
18	G	Independent Voice - Annual Report and Accounts	Sept 2020	-	🟡	
19	G	Independent Voice - Controlled Drugs Annual Report	July 2020	Live	🟢	
20	G	Independent Voice - State of Care	Oct 2020	Live	🟢	
21	G	Independent Voice - IRMER Annual Report	Oct 2020	Live	🟢	
22	G	Independent Voice - Mental Health Act Annual Report	Dec 2020	Live	🟢	
23		Consistency - Regulatory skills & observed practice		TBC	⚪	
24	H	Consistency - Factual accuracy results in a change of rating	Monitor	11.4%	⚪	→

Priority 2: Develop our regulation now

ID	Ref	Measure	Target	Actual	RAG	.
25	I	Change - delivered on time, to cost and with quality outcomes	Monitor	-	🟡	
26	I	Change - Deliver business benefits realisation plans	Monitor	TBC	⚪	
27	J	QI - Number of improvements	Monitor	-	⚪	
28	J	QI - Number of improvements complete	Monitor	-	⚪	
29	J	QI - Number of benefits realised	Monitor	TBC	⚪	

Priority 3: Develop CQC of the future

ID	Ref	Measure	Target	Actual	RAG	.
30	K	Strategy - Board agree draft consultation	July 2020	Completed	🟢	
31	K	Strategy - Publish draft for consultation	Sept 2020	Completed	🟢	
32	K	Strategy - Publish final and business plan	May 2021	-	🟢	
33	K	Strategy - Numbers of people seeing content	May 2021	-	🟢	
34	K	Strategy - Number of opportunities to contribute all audiences	May 2021	-	🟢	

Priority 4: Equip our people / organisation to deliver our purpose now and in the

ID	Ref	Measure	Target	Actual	RAG	.
35		People - Colleagues would recommend CQC a great place to work	Improve	62%	🟢	↗
36	L	People - Turnover is tracked and understood	Monitor	7.58%	⚪	↘
37	M	People - Sickness	<5%	3.21%	🟢	↗
38	N	Sustainability - Statutory requirements	Monitor	-	⚪	
39	O	Finance - The position for capital	<2%	10%	🔴	↘
40	O	Finance - The position for revenue	<2%	5%	🔴	↘
41	P	Digital - Availability of systems is improved	Monitor	99.40%	⚪	↘
42		Digital - Incidents raised will be resolved in an improved time	Improve	TBC	⚪	