



Performance Report

May 2020

Corporate Business Plan 2020/21



Priority 1: Deliver Our Core Business

ID	First Measure	Target	May 20	RAG
1	Registration - Average days to complete simple applications	Improve	26	●
2	Registration - Average days to complete complex applications	Improve	107	●
3	Registration - Risk-based inspection within 6 months	<5%	TBC	
4	Registration - Providers are rated good or outstanding	>80%	66%	●
5	Registration - Representations upheld	>90%	82%	●
6	Registration - First tier tribunals will be dismissed	>90%	TBC	
7	Registration - Action against unregistered providers (<8 weeks)	>90%	TBC	
8	Inspection - Inadequate and RI inspected within frequency	>90%	-	
9	Inspection - Response to intelligence and risk	Monitor	88.9%	○
10	Safeguarding - Alerts, action recorded in < 1 day	95%	97%	●
11	Safeguarding - Concerns, action will be recorded in < 5 days	95%	98%	●
12	Whistleblowing - Median days to record action	Monitor	4	●
13	Enforcement - Time taken at each stage of the criminal enforcement	Improve	TBC	
14	Enforcement - Urgent served within 3 days	70%	73%	●
15	Report Writing - Improve time taken (ASC)	27	30	●
16	Report Writing - Improve time taken (PMS)	31	32	●
17	Report Writing - Improve time taken (HSP)	52	51	●
18	Independent Voice - Annual Report and Accounts	July 2020	-	●
19	Independent Voice - Controlled Drugs Annual Report	July 2020	-	
20	Independent Voice - State of Care	Oct 2020	-	
21	Independent Voice - IRMER Annual Report	Oct 2020	-	
22	Independent Voice - Mental Health Act Annual Report	Dec 2020	-	
23	Consistency - Regulatory skills & observed practice		TBC	
24	Consistency - Factual accuracy results in a change of rating	Monitor	11.3%	●

Priority 2: Develop our regulation now

ID	First Measure	Target	May 20	RAG
25	Change - delivered on time, to cost and with quality outcomes	Monitor	-	●
26	Change - Deliver business benefits realisation plans	Monitor		
27	QI - Number of improvements	Monitor		
28	QI - Number of improvements complete	Monitor		
29	QI - Number of benefits realised	Monitor	TBC	

Priority 3: Develop CQC of the future

ID	First Measure	Target	May 20	RAG
30	Strategy - Board agree draft consultation	July 2020	-	
31	Strategy - Publish draft for consultation	Sept 2020	-	●
32	Strategy - Publish final and business plan	March 2021	-	●
33	Strategy - Numbers of people seeing content	Monitor	-	
34	Strategy - Number of opportunities to contribute all audiences	Monitor	-	

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

ID	First Measure	Target	May 20	RAG
35	People - CQC colleagues would recommend CQC a great place to work	Improve	74%	●
36	People - Turnover is tracked and understood	Monitor	9.57%	●
37	People - Sickness	<5%	3.64%	●
38	Sustainability - Statutory requirements	Monitor	TBC	○
39	Finance - The position for capital	2%	23%	●
40	Finance - The position for revenue	2%	1%	●

Number of measures
40

10

4

5

Not Rated
21