MEETING	PUBLIC BOARD MEETING 12 December 2018
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Agenda Title	Executive Team's report to the Board
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PURPOSE OF PAPER:

This is a paper for the Board to **note**.

Introduction

The report this month provides an update on the following matters:

1. Performance Report: October 2018
2. Recent publication: Guidance on the use of technology in care
3. Upcoming publication: Never events

Chief Executive's report

1. Performance Report: October 2018

The attached annex is a summary of the key operational indicators that are tracked monthly. This monthly report is a snapshot of performance across our core business plan performance indicators. Strategic Measures, Risks and Business Plan updates are available through the quarterly reports to the Board.

On Plan Performance

We are on plan against our staffing and National Customer Service Centre responsiveness indicators. We have assurance that more than 90% of services in breach have an action in place, either and inspection in progress or planned or enforcement action.

Under Plan Performance

Year to date, **registration assessment timeliness** stands at 69% for New applications, an improvement from 65% in April and compared with a target of 80%. October saw the highest number of New applications completed within KPI since November 2017. Applications for Variations or Cancellations stands at 89% to date against a target of 90%, an improvement from 87% in April. A

programme of continuous improvement is having steady and sustained impact on improved timeliness.

In October, 93% of 41 **Safeguarding Alerts** referred to a Local Authority were within one day, against a target of 95%. Year to date performance is slightly under KPI at 92%. Where a mandatory action should be taken within 5 days in response to a Safeguarding Alert or Concern, performance for October stands at 89%, which is in line with year to date performance but under our plan of 95%. The Safeguarding Committee are nearing completion of the analysis of safeguarding records which will identify reasons for delay in taking action or recording it and will inform developments needed both in process and system. A fuller report on safeguarding management is being tabled at Board.

Year to date there have been 6,646 **ASC inspections**, of which 81% of 2,631 inspections of Good or Outstanding services were undertaken within agreed timescales, against a target of 80%; 59% of 2,244 inspections of Requires Improvement or Inadequate services were undertaken within agreed timescales, against a target of 90%; and 40% of 1,540 first inspections undertaken were within the agreed 12 months, against a target of 80%. ASC continues to monitor its inspection activity to ensure that it is responsive to risk and recovery plans are in place and being implemented to work through the backlog of inspections. ASC will therefore not meet its inspection timeliness commitment this year. Recovery plans are in place in each region and there was a notable increase in activity in October. If planned inspections are met over the remainder of the year ASC will be close to meeting their frequency commitments.

Year to date, 2,102 **PMS inspections** have been undertaken, with performance overall against frequency commitments at 89% against a target of 90%. This is in line with September's figures, and is a decline in performance since Q1, where performance was at 94%. Year to date, timeliness of inspecting rated services stands at 98%, but for "new" services it stands a 65%. There is on-going work to differentiate 'actual new' locations (as opposed to re-registrations) to inform more accurate inspection scheduling. Like ASC there is an increase in planned activity over the remainder of the year which if achieved will result in PMS meeting its frequency commitments.

Our **inspection reports publication** commitment is to publish 90% within 50 working days (65 for Hospitals NHS reports with 3 or more core services). Year to date, CQC performance stands at 83%. October's performance (86%) continues the sustained month on month improvement trend. Year to date PMS has published 89% within 50 days, with performance for October peaking at 91%. In the same period ASC has published 83% within 50 days.

For Hospitals, 52% of all reports have been published within their respective timescales: 50% within 50 days (for inspections with two core services or less) and 67% within 65 days (for inspections involving 3 or more core services). Publication timeliness for Hospitals continues to show a vast improvement, with performance for inspections with two core services or less improving from 60% in May to 65% for October, and inspections with three or more core services improving from 60% in May to 79% in October.

Executive Team (ET) Performance Focus – Board Update

The ET Performance Deep Dive this month was on Business Planning and budgeting for 2019/20 - a separate paper is included on the agenda that updates the Board. In addition, there was a 'show and tell' session covering progress on Registration Transformation; ET heard from providers that have registered with us and their frustrations. The Programme Director set out the user led approach to the programme and the best practice methods being used. The next ET 'performance deep dive' will cover our Change Operating Model. Followed by consistency in January.

Chief Inspector of Adult Social Care's report

2. Recent publication: Guidance on the use of technology in care

A new resource looking at the use of technology in care was launched on our website in mid-November. It looks at the benefits and potential downsides of innovation, updating previously published information on surveillance. The new pages mark the start of a series in which we will share information on how technology is being used. Topics currently online are: using surveillance in your care service; appropriately handling personal information, and understanding informed consent when introducing technology to care settings. Over the coming months, we will add further examples where we have seen technology used well, highlighting things to consider, for both providers and people using services.

Chief Inspector of Hospital's report

3. Upcoming publication: Never events

We were commissioned by the Secretary of State for Health and Social Care to examine Never Events and why they continue to occur even where there is clear guidance in place to prevent them. Our review explores the underlying issues in NHS trusts that contribute to the occurrence of never events and the learning that we can apply to wider safety issues.

The review included inspection field work (April to June 2018), when we visited 18 trusts, plus forums and workshops with patient representatives, people from the NHS, other healthcare organisations and other industries, as well as safety and human factors experts. The report, which is due to publish later in December will make recommendations to improve the safety culture within the NHS.

Chief Inspector of Primary Medical Services' report

Nil report.

Chief Operating Officer's report

Nil report.

Executive Director of Strategy and Intelligence's report

Nil report.