



Performance Report

October 2020

Corporate Business Plan 2020/21



Priority 1: Deliver Our Core Business

| ID | Ref | Measure | Target | Actual | RAG | |
|----|-----|--|-----------|---------|-----|---|
| 1 | A | Registration - Average days to complete simple applications | Improve | 18.6 | ● | ↘ |
| 2 | A | Registration - Average days to complete complex applications | Improve | 114.4 | ● | ↗ |
| 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% | 85% | ● | ↗ |
| 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 | 59.50% | ○ | |
| 10 | C | Safeguarding - Alerts, action recorded in <= 1 day | 95% | 96% | ● | ↘ |
| 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 | 27 | ● | → |
| 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 | - | ● | |
| 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 | Monitor | - | ● | |
| 34 | K | Strategy - Number of opportunities to contribute all audiences | Monitor | - | ● | |

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

| ID | Ref | Measure | Target | Actual | RAG | |
|----|-----|---|---------|--------|-----|---|
| 35 | | People - Colleagues would recommend CQC a great place to work | Improve | 74% | ● | → |
| 36 | L | People - Turnover is tracked and understood | Monitor | 7.50% | ○ | ↗ |
| 37 | M | People - Sickness | <5% | 3.49% | ● | ↗ |
| 38 | N | Sustainability - Statutory requirements | Monitor | - | ○ | |
| 39 | O | Finance - The position for capital | 2% | -1% | ● | ↗ |
| 40 | O | Finance - The position for revenue | 2% | -3% | ● | ↗ |
| 41 | P | Digital - Availability of systems is improved | Monitor | 99.33% | ○ | ↗ |
| 42 | | Digital - Incidents raised will be resolved in an improved time | Improve | TBC | ● | |