

## The performance review process 2022





## Who we are

We are an independent body, accountable to the UK Parliament. We exist to protect the public by improving regulation and registration of health and care professionals.

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## How we work

We ensure that our values are at the core of our work: they are at the heart of who we are and how we would like to be seen by our partners. Our organisational values are:

- integrity
- transparency
- respect
- fairness
- teamwork.

There are **three main areas to our work:**

- Reviewing the work of the regulators of health and care professionals
- Accrediting organisations that register health and care practitioners in unregulated occupations
- Giving policy advice to Ministers and others and encouraging research to improve regulation.



## At the heart of everything we do

is a simple purpose...to protect patients, service users and the public by improving the regulation and registration of health and care professionals and practitioners.

## Introduction

Every year, we review the performance of 10 organisations who regulate health and care professionals. We publish a report about each regulator every year.

Our aim is to contribute to protecting the public by improving the regulation and registration of people who work in health and care. Our performance reviews do this by:

- telling everyone how well the regulators are doing
- helping the regulators to improve, by identifying strengths and areas for improvement
- focusing on public protection.

This guide outlines how we carry out our performance reviews.

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## The Standards of Good Regulation

Our performance reviews look at whether regulators are meeting our Standards of Good Regulation (the Standards). The Standards set out the outcomes we expect regulators to achieve. The Standards cover the regulators' four key functions:

- Guidance and Standards
- Education and Training
- Registration
- Fitness to Practise.

There are also a set of General Standards, which look across all a regulator's activities. The Standards prioritise the core role of regulators in:

- protecting patients and reducing harms
- promoting professional standards
- maintaining public confidence in the professions.

You can find out more about the Standards [on our website](#). (Since 2020 we have been using our updated Standards. Reports published before then assess performance against the previous version of the Standards. You can find more about how we updated the Standards [here](#).)

## The performance review cycle

In 2021/22 we introduced a three-year cycle of performance reviews. This means that every three years, we carry out a more intensive 'periodic review'. In the other two years of a cycle, we continue to monitor the performance of each regulator and produce shorter reports to accompany this monitoring. We assess information throughout the year relating to a regulator's performance – the level of detail we go into depends on whether it is a periodic review or monitoring year. If we need to look in more detail at a particular risk we identify in a monitoring year, we will do so.

Towards the end of each regulator's review period, an internal panel will decide, based on our analysis, whether the regulator has met or not met each Standard.

As these panels will usually occur before the end of a review period, once the period has ended, we will provide the panel with any further relevant information. The panel will then either confirm its decision or review Standards that any new information affects.

We then publish our performance review report to explain what we looked at and what we found. Our aim is to publish these reports within three months of the end of a regulator's review period.

The following sections explain more about each stage of the process.

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## Assessment

At the end of each review period, we will establish the initial scope of the next year's review. This will generally include any unmet Standards, other issues and risks that we have identified, and areas that we want to gain a greater understanding of in periodic review years. The scope of a review may change during the year based on the information we see during the period.

We gather and analyse information about the regulators' performance throughout the year. We work closely with the regulators during the year so that we are aware of the work they are doing, and so we can raise any issues as soon as possible. We ask stakeholders for feedback about the regulators, and take account of information provided to us through our [Share Your Experience](#) process. We use the information provided to us to help direct what we want to explore with the regulators.

Our assessment looks at a broad range of information. Depending on whether it is a periodic review or monitoring year, it will include some or all of the following:

- The outcome of the previous year's performance review, particularly where we identified issues that would need to be kept under review
  - The relevant part of our regular dataset – this is an agreed set of statistical information all the regulators send to us each quarter
  - A check of information on the regulator's published register
  - Information from our reviews of the regulator's final fitness to practise decisions under our [Section 29 process](#)
  - Information published by the regulator, including reports, research and Council and committee papers
  - Press releases by the regulator and public statements made by its stakeholders
  - Feedback received from third parties including concerns raised with us
  - Current policy and process documents provided by the regulator.
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## Gathering further information

When we determine the scope of a review, we will consider how we should obtain information about each area we want to explore. There are a number of ways we may do this, including:

- Through regular meetings with regulators
- Asking a regulator for further information – for example written responses to questions
- Meeting relevant staff from the regulator to discuss an aspect of its performance
- Carrying out file reviews of a sample of the regulator's work.

We use the information we gather throughout the year to make a recommendation to the panel about each Standard. The panel will make the final decision about whether each Standard is met.

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## Report

Once we have made our final decision about the regulator's performance against the Standards, we will write our performance review report. The report explains what we looked at and what we found. The report does not set out full details of everything that we considered during the assessment and review, but it provides enough information so that people can understand how we reached our decision about each Standard.

Reports for periodic reviews will usually be more detailed than those for monitoring years. We share a copy of the draft report with the regulator before publication, so that it has a chance to clarify any factual misunderstandings. If a regulator asks us to make changes to the report, we will consider doing so, but we are an independent organisation and we make the final decision about the content of our report.

You can find our published [performance review reports](#) on our website. We also send our reports to Parliament and the devolved administrations.

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## Find out more about



- [Our work reviewing the regulators in this short case study](#)
- [How sharing experience helps us in our performance reviews](#)
- [Read more performance reviews](#)
- [Find out more about how to share your feedback/experience with us](#)
- [Find out more about our Standards of Good Regulation](#)

Find out more about all our work at  
[www.professionalstandards.org.uk](http://www.professionalstandards.org.uk)

## Order of regulators in the three-year cycle

Regulator	Year 1: 2021/22		Year 2: 2022/23		Year 3: 2023/24	
<b>GCC</b>	Monitoring	Apr 2021-Jun 2022	<b>Periodic review</b>	Jul 2022-Jun 2023	Monitoring	Jul 2023-Jun 2024
<b>GDC</b>	<b>Periodic review</b>	Jul 2021-Sep 2022	Monitoring	Oct 2022-Sep 2023	Monitoring	Oct 2023-Sep 2024
<b>GMC</b>	Monitoring	Sep 2021-Sep 2022	Monitoring	Oct 2022-Sep 2023	<b>Periodic review</b>	Oct 2023-Sep 2024
<b>GOC</b>	<b>Periodic review</b>	Oct 2021-Dec 2022	Monitoring	Jan 2023-Dec 2023	Monitoring	Jan 2024-Dec 2024
<b>GOsC</b>	Monitoring	Jan 2021-Mar 2022	Monitoring	Apr 2022-Mar 2023	<b>Periodic review</b>	Apr 2023-Mar 2024
<b>GPhC</b>	Monitoring	Mar 2021-Jun 2022	<b>Periodic review</b>	Jul 2022-Jun 2023	Monitoring	Jul 2023-Jun 2024
<b>HCPC</b>	Monitoring	Jan 2021-Mar 2022	<b>Periodic review</b>	Apr 2022-Mar 2023	Monitoring	Apr 2023-Mar 2024
<b>NMC</b>	Monitoring	Apr 2021-Jun 2022	Monitoring	Jul 2022-Jun 2023	<b>Periodic review</b>	Jul 2023-Jun 2024
<b>PSNI</b>	Monitoring	Nov 2021-Dec 2022	Monitoring	Jan 2023-Dec 2023	<b>Periodic review</b>	Jan 2024-Dec 2024
<b>SWE</b>	Monitoring	Dec 2021-Dec 2022	<b>Periodic review</b>	Jan 2023-Dec 2023	Monitoring	Jan 2024-Dec 2024