

How we approach our regulator performance reviews

the consultation in numbers



14
questions

34
responses

The consultation ran from 10 December 2020 to 4 March 2021



Why did we carry out the consultation?

We have been running our current process of performance reviews since 2016, although we updated our **Standards of Good Regulation** at the end of 2019. In the last five years, and reflecting on feedback from stakeholders, we have identified a number of areas which we think could be improved. We decided that it was time to look again at our approach to performance reviews to ensure that our process remains appropriate in the light of the new Standards and continues to be proportionate and effective.



What did we ask?

- We sought stakeholders' views on:
- how we could improve our performance review process;
 - what our reviews should cover;
 - their timing;
 - how we can best identify risk; and
 - about the system we use for assessing performance.

We also asked whether we should do more to support improvement including through thematic reviews and how we can best take account of stakeholders' views.

Who responded?



10 Regulators

8 Members of the public

Other organisations:

16

- | | |
|--|---|
| 2 charities that support patients and service users | 2 government health organisations |
| 2 defence organisations | 1 law firm |
| 3 registrant support groups | 6 trade unions/professional bodies |

Respondents to the consultation supported a more agile and flexible process, as well as more transparency about the decision-making process, which we will take forward in our development work. There was support for increased engagement with the regulators, which may help enhance the transparency of all of our processes.

Respondents agreed that our performance reviews should be risk-based and proportionate, and argued that they should recognise that the regulators face different challenges and operate in different contexts.

Next steps

Responses show clear support for speeding up the publication of our reports, improving our engagement with regulators and other stakeholders and making our reports clearer. There is also support for developing our understanding of risk.

With this in mind, we are going to undertake further work so that we can introduce the following changes from January 2022:

- Do more work in year, with the aim of publishing our reports within 3 months of the end of the period on which we are reporting
- Engage with a broader range of stakeholders
- Make our reports clearer and more concise and, where appropriate, include proportionate recommendations
- Develop our understanding of risk including profession-specific risks and use this to inform the scope of our reviews.

Areas to focus on in the longer term will be:

- **Scope of reviews:** to help us concentrate resources proportionately and focus in on concerns
- **Thematic reviews:** we are well-placed to spot patterns/themes so will look at how to incorporate this type of work with our ongoing work reviewing the regulators.

