



Health and Social Care Committee

Care Quality Commission
2 Redman Place
London
E20 1JQ

Friday, 24 January 2025

Subject: The work of the Care Quality Commission

Dear Sir Julian

Thank you for appearing alongside Ian Dilks to give evidence to the Health and Social Care Committee on the work of the Care Quality Commission, and specifically the steps being taken to respond to the findings of the Dash Review. The transcript of the session is now available on the Committee website.

During that evidence session there were multiple commitments to provide the Committee with additional information, which are set out below:

- Can you please confirm you are content with the description you gave in response to Jen Craft's question about the implications of unactioned cases from August 2024? (Q33 - 34)
- Can you please provide us with the timings for the review being conducted by Professor Vic Rayner on the Single Assessment Framework in the context of the adult social care system? Could you please provide us a copy of this review when it has been finalised? (Q35)
- Can you please provide the Committee with a copy of the review into the IT system that you commissioned, once that review is complete. (Q46)
- If not covered by the above report, could you please provide the Committee with an update on what steps you are taking to consider whether the contractors who worked on your IT system delivered against their contractual requirements and whether you seek recourse for a failure to meet contractual obligations. We understand that this information may need to be provided in confidence. (Q48)
- During the session you set out four key performance metrics that you were seeking to address immediately which were:
 - The number of inspections
 - The backlog of information of concern notifications



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- Publishing the 500 inspection reports “stuck” in the IT system and
- Speeding up the registration of care providers

For each of these performance metrics could you please provide the Committee with your current performance and your target for what performance should be by the end of the 2025/26 financial year. The Committee would be grateful if you could update us at least quarterly on your progress on improving performance against those metrics. (Q50, 51 & 84)

- Could you please provide us with further details on the “foundational improvements” you are seeking to deliver in the CQC and the metrics/measure/targets you will be using to monitor progress for making these improvements? (Q54)
- The Committee would also be grateful if you could provide further information on cultural work that you are initiating within the CQC (Q60/61) and how this will be measured including via the CQC’s staff survey.(Q86)
- Can you please update the Committee on the progress made in implementing the recommendations from the major review of listening, learning and responding to concerns, and what steps are being taken to implement any outstanding recommendations. (Q60)
- The commencement of ICS assessment was delayed for 6 months, from 1 October 2024. Will ICS assessment start on 1 April 2025 or will they be further postponed? (Q63)
- Could you please provide the Committee with an update on the appointment of the vacant chief inspector posts. (Q88)

Where possible, we would be grateful if you can provide us with information that you are content for us to published. However, we understand that in some cases you may need to provide us with information in confidence.

We could be grateful for an initial response by Monday 17 February.

Yours sincerely



**Health and Social Care
Committee**

Layla Moran
Chair, Health and Social Care Committee