



Corporate plan 2015–2016

Introduction

The Nursing and Midwifery Council is the professional regulatory body for nurses and midwives in the UK. Our purpose is to protect the public through efficient and effective regulation.

We aspire to deliver excellent patient and public-focused regulation and in doing this we strive to meet the Standards of Good Regulation developed by the Professional Standards Authority.

Our role

First and foremost we will continue to focus on improving the quality of our core work so that we can demonstrate consistently strong performance. Our core statutory functions are:

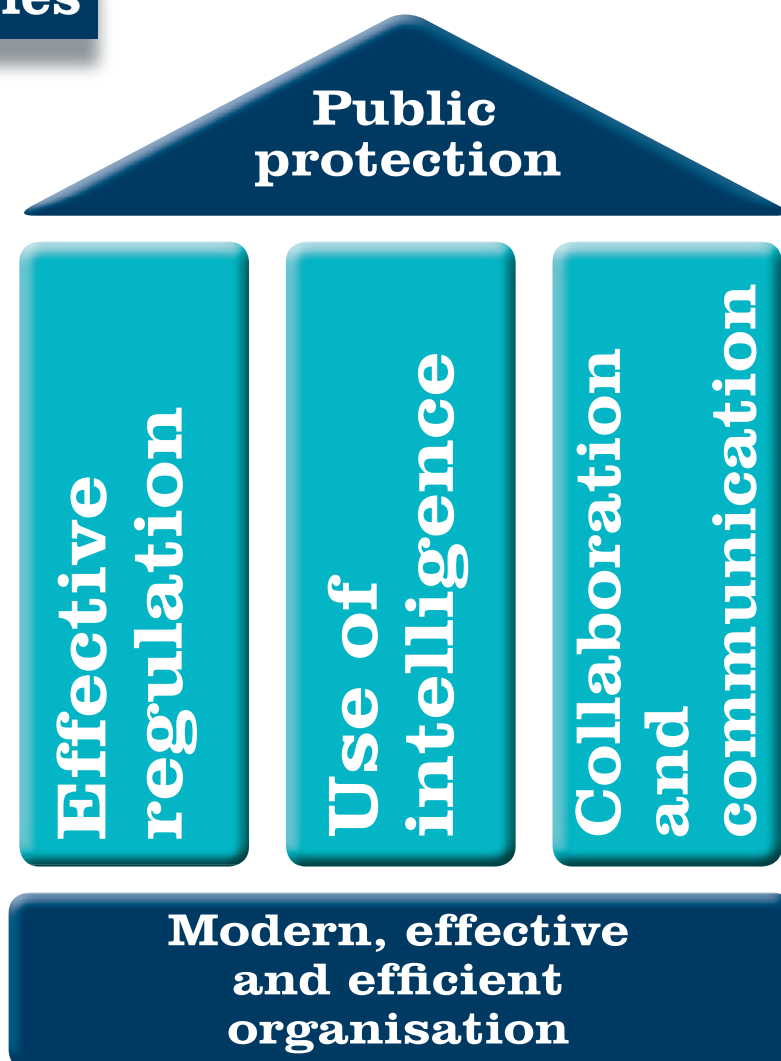
- We set and promote standards of education and practice.
- We maintain a register of those who meet these standards.
- We take action when a nurse's or midwife's fitness to practise is called into question.

Our strategic priorities

Our Strategy 2015–2020 was agreed by our Council in March 2015 and can be found on [our website](#). It sets out four strategic development priorities which will enable us to deliver our overarching purpose to protect the public with greater effectiveness and impact. They are:

- Effective regulation
- Use of intelligence
- Collaboration and communication
- An effective organisation

The activities set out below are the main pieces of work we will undertake in 2015–2016 to deliver improvements that will contribute to the achievement of our corporate strategy.



Strategic priority 1

Effective regulation

We must deliver our core statutory regulatory functions consistently well in order to protect the public and secure public confidence.

We will continue to improve our core functions, focusing on speed, customer service and the quality of our decisions. In addition we will need to respond to new requirements and legislative change.

In 2015–2016 we will:

- Work in partnership with the four UK governments to launch an effective, transparent and proportionate model of revalidation in late 2015.
- Make the necessary changes to our processes to implement the new requirements of the EU Directive on Mutual Recognition of Professional Qualifications. This will include introducing language controls.
- Embed and evaluate the new case-examiner function, implement the new powers to review 'no case to answer' decisions, and invest in strengthening our screening and investigation functions to secure consistent quality of regulatory decisions across all our fitness to practise processes.
- Establish an employer link service which facilitates information sharing, increases understanding of our processes and helps employers decide which fitness to practise concerns warrant referral to us and which are better handled locally.
- Develop the necessary policy positions for specific aspects of the register in preparation for a possible regulation bill. We will carry out initial scoping and research for a longer term review of the role, structure and content of the register to ensure it supports public protection in a changing healthcare and practice landscape.
- Publish and begin to implement an education strategic delivery plan. This will include completing the evaluation of our pre-registration education standards, publishing new fit for purpose standards for prescribing and revising our pre-registration midwifery standards for publication in 2016.
- Undertake policy and legislation development work towards removing midwifery supervision from our legislation.
- Deliver a programme of quality management reviews across all our regulatory directorates. Quality objectives will be incorporated into staff objectives and we will review the overall impact of our quality programme in early 2016.

Strategic priority 2

Use of intelligence

By better using evidence from data and research we will gain insights into what we do, helping us to be more effective, transparent and proportionate. As a first step, we need to ensure that our systems support the improvement of the collection and use of both our own data and intelligence from other sources.

In 2015–2016 we will:

- Strengthen our approach to managing regulatory risk intelligence about settings where nurses and midwives practise. We will do this by establishing new systems and processes alongside the employer link service for collating, evaluating and acting on intelligence about risk from different sources.
- Deliver a programme of research and analysis activities that provides insight for effective regulation – for example work to improve insights from fitness to practise data.

Strategic priority 3

Communication and collaboration

We will continue to improve the quality of our relationships to support our overarching purpose of public protection. To support this we will develop an overarching communication and engagement plan. Public, professional and employer awareness will be priorities. We will seek out opportunities to work in partnership with others to achieve shared goals.

In 2015–2016 we will:

- Promote the Code through an ongoing campaign aimed at nurses, midwives and employers. We will produce and disseminate materials for patients and service users so that they understand what they should expect from nurses and midwives.
- Develop and publish employer facing resources on the implications and responsibilities of employing registered nurses and midwives.
- Engage effectively with registered nurses and midwives and our stakeholders to ensure the smooth implementation of revalidation.
- Establish a student forum and carry out a student survey in order to strengthen our relationships with future registrants and to learn from what they can tell us about professional education and practice.
- Develop sound relationships with other regulators – including system regulators, and train our staff to implement information sharing protocols consistently and well. We will launch joint guidance on candour with the General Medical Council.

Strategic priority 4

An effective organisation

We will further develop our systems, resources and culture to support our journey to becoming an intelligent, collaborative forward looking regulator.

In 2015–2016 we will:

- Increase our focus on service to our customers and stakeholders by adopting the Cabinet Office's Customer Service Excellence® standard across the organisation. We will commission a programme of staff training and an initial assessment in July 2015, before developing an action plan to address any areas for improvement.
- Implement a programme of ICT improvement to support our core functions more efficiently and to provide a sound basis on which to build more transformational change.
- Carry out an assessment and mapping of our data and begin a programme of data-cleansing as essential groundwork for our future data and intelligence gathering, reporting and dissemination.
- Promote equality, diversity and inclusion in carrying out our functions as a regulator, a service provider and as an employer. This will include improving the collection and use of diversity data about our registrants, commissioning research, and ensuring we maintain accessibility to our services for people with disabilities.
- Provide a facility for nurses and midwives to make registration fee payments in instalments.
- Invest in our workforce to ensure it is engaged, high-performing and able to meet the future needs of the organisation. We will do this by incremental pay-reform, undertaking a review of our workforce structure and capabilities and putting in place a programme of learning and development.
- Drive through a programme of efficiencies to ensure the ongoing effective use of our resources.



NMC Nursing &
Midwifery
Council

23 Portland Place, London W1B 1PZ
T +44 20 7637 7181 F +44 20 7436 2924

www.nmc.org.uk

The nursing and midwifery regulator for England,
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