Our purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

Strategic themes and core ambitions

People and communities

Regulation that's driven by people's needs and experiences, focusing on what's important to people and communities when they access, use and move between services.

Smarter regulation

Smarter, more dynamic and flexible regulation that provides up-to-date and high-quality information and ratings, easier ways of working with us and a more proportionate response.

Assessing local systems: Providing independent assurance to the public of the quality of care in their area.

Tackling inequalities in health and care: Pushing for equality of access, experiences and outcomes from health and social care services.

Safety through learning

Regulating for stronger safety cultures across health and care, prioritising learning and improvement and collaborating to value everyone's perspectives.

Accelerating improvement

Enabling health and care services and local systems to access support to help improve the quality of care where it's needed most.

Outcomes from this strategy

- We're driven by people's experiences of care
- We provide a clear definition of quality and safety that is consistently used
- We develop how we work in partnership with people

- We're an effective, proportionate, targeted and dynamic regulator
- We provide an up-to-date and accurate picture of quality
- It's easy to exchange information with us; our information is accessible, relevant and useful

- We've contributed to people getting better joined-up care
- We've influenced others to reduce inequalities in health and care

- We've contributed to improved safety cultures across health and care
- We've contributed to people receiving safer care

- We've accelerated improvements in the quality of care
- We've encouraged and enabled safe innovation