

# Key highlights

- 10,114 Inspections carried out with site visit including:
  - 126 Children's and Health & Justice
  - 51 Defence Medical Services
  - 45 IRMER inspections (Ionising Radiation Medical Exposure Regulations)
  - 263 Sample inspections
- 952,272 National Customer Service Centre (NCSC) transactions carried out
  - 196,966 NCSC calls taken
  - 755,306 Emails and other processing sources
- Received and reviewed 272 visiting concerns, with 114 relating to blanket bans.
- Released 770 beds into the sector through carrying out 137 improvement and 304 unrated services inspections.
- Carried out 3,335 workforce pressure reviews
- 33,229 Registration applications completed
  - Simple applications processed in an average of 25.8 days
  - Normal applications processed in an average of 56 days
  - Complex applications processed in an average of 121.3 days
- Enforcement representations received increased by 46%
- Whistleblowing received increased by 13%

- Give Feedback on Care received has seen an increase of 51%
- 4,392 Direct Monitoring Activities carried out
- 102 Urgent and emergency care inspections carried out
- 95 Learning disability and autism inspections carried out

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