

**Promoting safe,
effective and kind care**
**Our work in
2019–2020**



About us

Our vision is safe, effective and kind nursing and midwifery that improves everyone's health and wellbeing. As the professional regulator of more than 700,000 nursing and midwifery professionals, we have an important role to play in making this a reality.

Our core role is to **regulate**. We promote high professional standards for nurses and midwives across the UK, and nursing associates in England. We maintain the register of professionals eligible to practise. And we investigate when nursing or midwifery goes wrong – something that affects less than one percent of professionals each year.



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Nursing &
Midwifery
Council



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Increasing our visibility so people feel engaged and empowered to shape our work

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To regulate well, we **support** our professions and the public. We create resources and guidance that are useful throughout people’s careers, helping them to deliver our standards in practice and address new challenges. We also support people involved in our investigations, and we’re increasing our visibility so people feel engaged and empowered to shape our work.

Regulating and supporting our professions allows us to **influence** health and social care. We share intelligence from our regulatory activities and work with our partners to support workforce planning and sector-wide decision making. We use our voice to speak up for a healthy and inclusive working environment for our professions.



Our register in numbers

On 31 March 2020 there were a total of 716,607 people on our permanent register.

669,854
nurses

37,918
midwives



7,142
dual
registrants

1,693
nursing
associates

There were an additional **8,129 people** on our Covid-19 temporary register

Our register is very diverse

20% of our professionals are from ethnic minority backgrounds

4% of professionals have a disability

4,484 of our professionals said their gender identity doesn't match the sex they were registered with at birth
(0.6 percent)

0.9% of dual registrants identify as male

11.4% of nurses identify as male

0.3% of midwives identify as male

13.1% of nursing associates identify as male



Our impact in numbers

Between April 2019 and March 2020 we processed **38,227** applications from people applying to join our register for the first time.

more than
97%

of UK initial registration applications **completed within one day** (our target was 97 percent)

99.9%

of overseas applications and **99.8 percent** of EU applications completed **within our goal of 60 days and 30 days respectively** (our target was 90 percent)



We launched a new readmission process

which means UK registrants can now re-join our register within **60 minutes**

Revalidation



In 2019–2020

211,588

professionals in the UK revalidated

That's just under

95%

of those who were due to revalidate – similar to previous years

The rates are consistent across each of the four countries of the UK, and across all registration types

Fitness to practise in numbers 2019–2020

We received

5,704

new concerns about nurses, midwives and nursing associates

[6 percent more than last year.]

We found there were

2,981 cases

we didn't need to investigate

[64 percent of the referrals we received.]



Interim orders

our panels can apply temporary limits to someone's practice or suspensions **while our investigations are ongoing.**

This happened in

561 cases this year

[2018–2019: 506]

In 2019–2020

We completed

1,405 investigations



Fitness to practise in numbers 2019–2020 continued

No further
action was
needed in
812
cases

We referred
534
cases
to our
independent panels

We gave advice,
issued a warning, or
agreed on measures
that would address
the problem in
59
cases

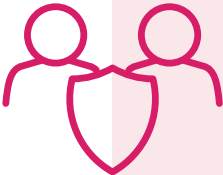
127
people

who went through
our fitness to practise
process were
removed from the
register in 2019–2020

An additional
31 were
voluntarily
removed

Together that's 0.02 percent of the total number on our register.

We met our fitness to practise performance targets:



We imposed

81%

of interim orders within

28 days

of concerns being
raised with us
(2018–2019: 84 percent)

We concluded

81%

of our cases within

15 months

(2018–2019: 86 percent)

Equality, diversity and inclusion

6.6%
of all midwife
referrals

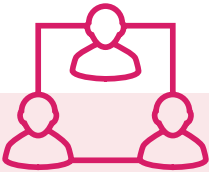
were for people from
black African ethnicity
(they are 2.2 percent
of the register)

13.3%
of all nurse
referrals

were for people from
the black African ethnic
group (they are 7
percent of the register)

21.4%
of new
concerns

are about men, despite
them being only 10.7
percent of the register



People at the NMC

**Employee
turnover fell to
13.5%**

from 21.6 percent the
previous year

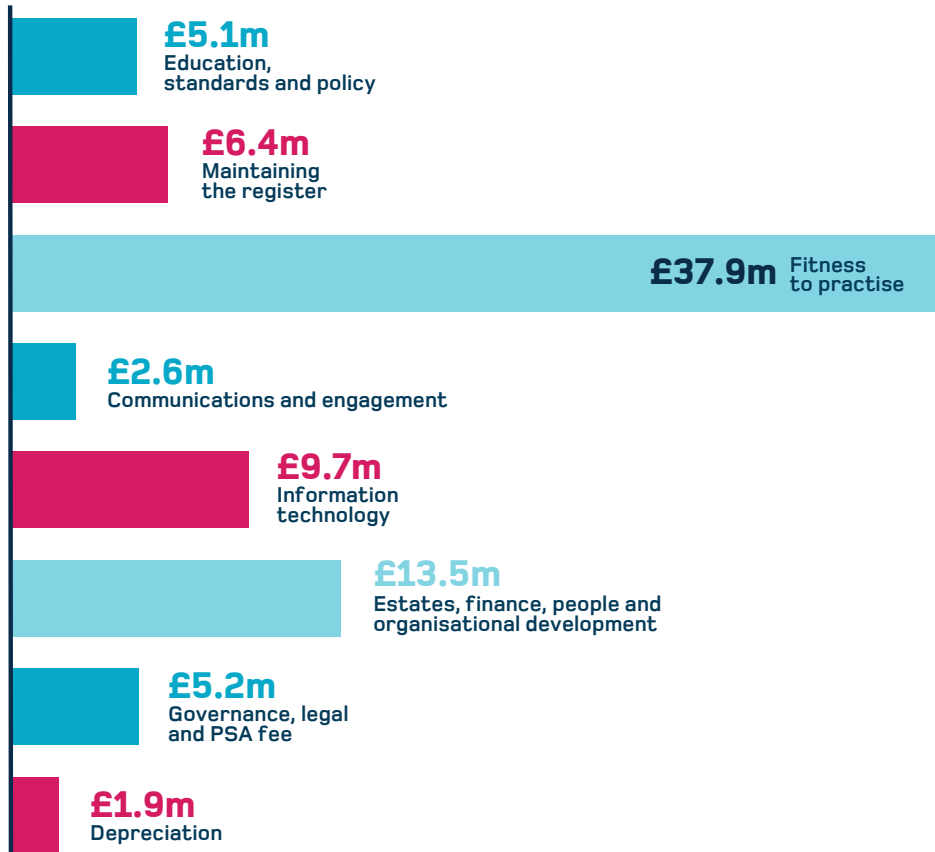
The number of new
starters who left within
six months fell to

12.7%

This was down from 19.6
percent the previous year

What we spent in 2019–2020

Our income was **£89.8 million**. We spent **£82.3 million**. The diagram below shows a breakdown of how and where we spent this money.



We publish what we spent in previous years here:
www.nmc.org.uk/reports-and-accounts

What we achieved

We made a huge amount of progress in 2019–2020 in collaboration with the people on our register, our partners, the public and colleagues across the NMC.

Our new strategy

At the end of the year, our Council approved our ambitious strategy for 2020–2025. It sets out our vision and purpose, our role and the values that will underpin our work.

Thousands of people helped shape our strategy, including registered professionals, our partners, the public and our NMC colleagues. The strategy will help us support the delivery of excellent nursing and midwifery.

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Our purpose is to: Promote and uphold the highest professional standards in nursing and midwifery to protect the public and inspire confidence in the professions

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Future midwife

In January we launched our transformational new midwifery standards, which were two years in the making. These are new standards of proficiency for midwives and standards for pre-registration midwifery programmes. They will help ensure women, babies and families receive the best and safest care possible.

Supporting the professions

We highlighted the incredible work nurses do as we marked 100 years of nursing registration in December. Our 'Always caring, always nursing' campaign celebrated a century of professional pride. It included an event for nurses and our partners in health and social care, plus a competition for nurses to design a commemorative pin badge.

2020 marks the International Year of the Nurse and the Midwife. While many planned events were cancelled due to Covid-19, we continue to celebrate the nursing and midwifery workforce and promote the vital role of the professions.

Our new approach to fitness to practise

We're taking a person-centred approach to regulation. We promote a culture of openness and learning, giving professionals the chance to remedy concerns.

This past year we made even more improvements to our fitness to practise process, including the launch of a free and confidential helpline for nurses, midwives and nursing associates in need of emotional support.

We commissioned research into how we could use experience statements in investigations. This gave us many useful insights and we will start making informed changes this year.

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In 2019–2020 our Public Support Service met with more than 150 people who needed support

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Working with employers

We encourage people to try to resolve concerns at a local level in the first instance, reducing the need for regulatory action to only the most serious concerns. We worked closely with employers to develop new guidance to help them understand when to refer matters to us.

Equality, diversity and inclusion

We value the diversity of the professionals on our register, our colleagues and the wider community we serve.

In July 2019 we were the first professional healthcare regulator to sign up to the NHS England **‘Ask Listen Do’** campaign.

This campaign aims to make it easier for people with learning disabilities and/or autism to have the voices heard and improve the way we listen and act on complaints.

We also improved our diversity monitoring and began a new piece of **EDI research**, to better understand how nurses, midwives and nursing associates with different protected characteristics experience our processes and highlight any inequalities. We intend to publish this research later in 2020.

Modernising our technology

Our programme to modernise our IT systems has brought real benefits to colleagues, nurses, midwives and nursing associates.

Our new process for professionals joining our register from overseas has ensured that for those with the right experience and capabilities, the process is swift, rigorous and efficient.

We improved the technology our colleagues use to do their work. This was especially beneficial when we all needed to work from home suddenly as a result of Covid-19.

Responding to Covid-19

The year ended just as Covid-19 began to unfold. In a matter of weeks, we moved all our colleagues to be at home, established an emergency temporary register, changed our ways of working and strengthened our collaboration with our partners and professionals. That wouldn't have been possible without the groundwork we had laid in the previous 11 months.

The effects of the coronavirus will be felt for a long time. However, our new strategy provides us with a sound foundation through which to manage the challenges ahead. And by working in a way that's kind, fair, collaborative and ambitious, we are confident that we can continue to become a better NMC.

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www.nmc.org.uk

The nursing and midwifery regulator for England, Wales, Scotland and Northern Ireland.
Registered charity in England and Wales (1091434) and in Scotland (SC038362).