

Strategy

2020–2025

SUMMARY



Our purpose and vision

We are the professional regulator of more than 700,000 nurses, midwives and nursing associates. 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.”

Fulfilling our purpose helps us to realise our vision:

“Safe, effective and kind nursing and midwifery practice, improving everyone’s health and wellbeing.”



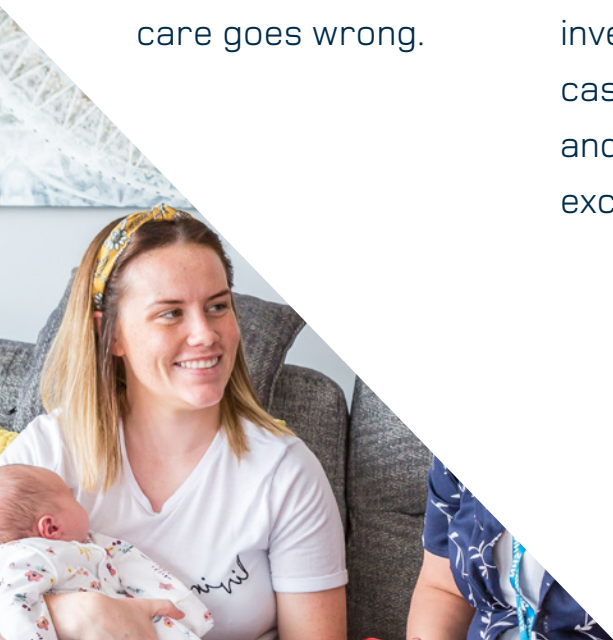
Our role

Our strategy is based on three key roles that underpin our purpose: **regulate**, **support**, and **influence**.

Regulate: We promote and uphold high standards, maintain the register of professionals eligible to practise, and step in to investigate on the rare occasions when care goes wrong.

Support: To ensure we regulate as progressively as possible, we proactively support our professions. This allows us to strike the right balance between investigating rare cases of poor practice and promoting excellent practice.

Influence: Regulating and supporting our professions puts us in a unique position to influence the development of health and social care. We work collaboratively with our partners to address common concerns and drive improvement across the sector.



Our strategic themes

We co-produced our strategy with nursing and midwifery professionals, our partners, the public and our NMC colleagues. We heard thousands of views and five strategic themes emerged.

These themes will guide how we plan our work, and our investment in people and resources between 2020 and 2025. They are:

01 Improvement and innovation

02 Proactive support for our professions

03 More visible and informed

04 Engaging and empowering the public, professionals and partners

05 Insight and influence.



01

Improvement and innovation

To improve and innovate across all our regulatory functions, providing better customer service, and maximising the public benefit from what we do.

Why this is important

Our statutory regulatory responsibilities are unique to us, and are the bedrock of all that we do. Doing them well was a top priority for those we engaged with.

Where we expect to be by 2025

- We will have easily accessible processes, support and advice available for those interacting with us.
- The movement of suitably qualified overseas applicants into the UK nursing and midwifery workforce will be more straightforward, while still ensuring safe and effective practice.
- Learning about the impact of contextual factors will be identified and shared.
- The value of our register to the public, registrants and employers will be enhanced, with more accessible, accurate and useful information.

02

Proactive support for our professions

Enabling our professions to uphold our standards today and tomorrow, anticipating and shaping future nursing and midwifery practice.

Why this is important

Our standards need to respond to the rapidly changing and challenging environment in which our registrants are working. People have more complex clinical needs and our registrants need to be equipped to better meet those needs. Complex care pathways need more clinical decision-making by teams of workers with a mix of skills.

Where we expect to be by 2025

- Our regulatory standards, education and process of revalidation support our professionals to better meet and adapt to the changing needs of people using health and social care services.
- Our professionals can access resources and guidance that are useful throughout their career, helping them to deliver our standards in practice and address new challenges, for example from new and emerging technologies.

03

A more visible and informed regulator

In closer contact with our professions, their employers and their educators so we can regulate with a deeper understanding of the learning and care environment in each country of the UK.

Why this is important

To make good, informed decisions, we need to better understand the breadth of practice – three professions, multiple roles, four countries, and many settings. Some registrants have viewed us as ‘remote’ and ‘inaccessible’. They feel that we have talked at too high a level about our professions and do not always reflect their experiences of practice.

Where we expect to be by 2025

- A valued and constructive contributor to local/regional/national health and care policy and practice development.
- We will be able to evaluate the impact of our regulatory work on different groups of registrants, supported by a greater understanding of the range of environments in which they work.
- Those using our services will receive more timely responses, sensitive to their individual needs.

04

Engaging and empowering the public, professionals and partners

Actively engaging with and empowering the public, our professions and partners. An NMC that is trusted and responsive, actively building an understanding of what we and our professionals do for people.

Why this is important

People told us they want to be involved in our work more regularly and from an earlier stage.

We need to empower people to take part meaningfully and influence outcomes. We must hear from diverse groups, including those who traditionally may not have been engaged in our work.

Where we expect to be by 2025

- Stronger and more meaningful relationships with our partners across all four countries.
- We have articulated clearly what a person-centred approach means, in a way that the public, our professions, our colleagues and others can use to hold us to account.
- The public, our professions and our partners experience co-production as our habitual approach to the development of standards and policy.
- Better public understanding of our professions and of our role.

05

Insight and influence

Learning from data and research to improve what we do and working collaboratively to share insights responsibly to help improve the wider health and care system.

Why this is important

The insights from our work will help us to improve how we regulate, and highlight issues that are affecting professionals' ability to practise safely and effectively. It is important to our partners that we are not only committed to joint working, but also skilled and equipped to play a positive role and add value in collaborative activity.

Where we expect to be by 2025

- Accessible, accurate, useful and more relevant information on our register.
- Our partners see us as a leading voice and benefit from the useful insights and ideas we bring to the table on issues such as career profiles and contextual risk factors.
- We will have a track record of speaking up for a healthy, inclusive and positive working environment for our professions.

Fit for the future organisation



Our strategic aims have significant implications for how we operate as an organisation. We will align our capabilities, infrastructure and culture to our new strategic aims.

Enhanced capabilities include better analysis of material about the future of health and care delivery, regulation and professional education to inform decision making. It also means using our registrants' expertise, improving customer service, and providing equal opportunities for NMC employees.

We have a new organisational structure designed to enhance our regulatory and wider impact. We will also continue to improve our technology, so that our colleagues have the tools they need to work efficiently. We will modernise the systems that support our regulatory work, to enable us to provide good customer service, and allow us to store and use our data to provide insight

Our values and behaviours

Our values and behaviours will shape our culture, influencing the work we do and how we do it. They will also have a positive impact on the working lives of NMC colleagues.

We're fair

We treat everyone fairly. Fairness is at the heart of our role as a trusted, transparent regulator and employer.

We're kind

We act with kindness and in a way that values people, their insights, situations and experiences.

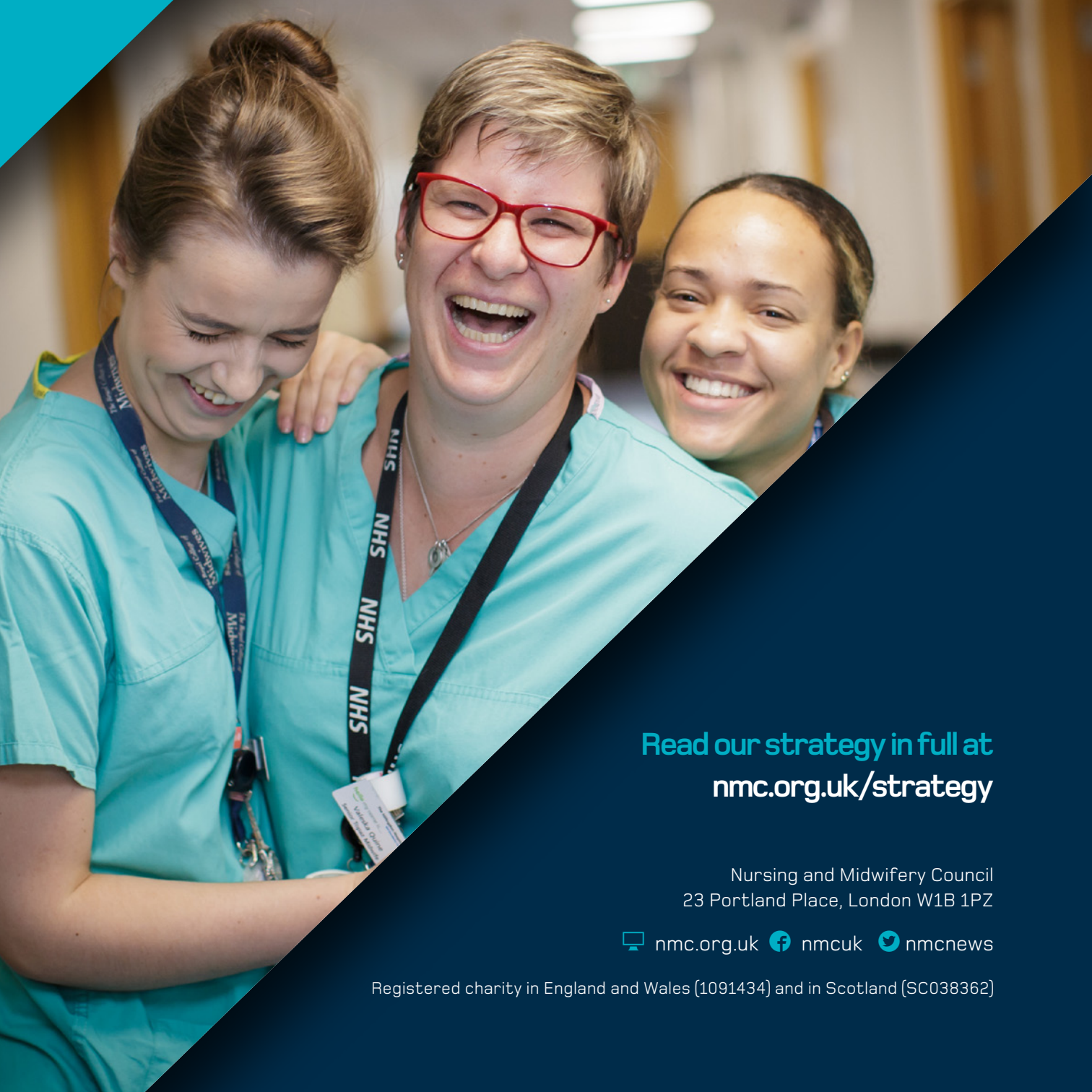
We're ambitious

We take pride in our work. We're open to new ways of working and always aim to do our best for the professionals on our register, the public we serve and each other.

We're collaborative

We value our relationships (both within and outside of the NMC) and recognise that we're at our best when we work well with others.





Read our strategy in full at
nmc.org.uk/strategy

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