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STATUTORY INSTRUMENTS

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**2014 No. 2936**

**The Health and Social Care Act 2008  
(Regulated Activities) Regulations 2014**

**PART 3**

Requirements in relation to Regulated Activities

*SECTION 2*

*Fundamental Standards*

**Good governance**

**17.**—(1) Systems or processes must be established and operated effectively to ensure compliance with the requirements in this Part.

(2) Without limiting paragraph (1), such systems or processes must enable the registered person, in particular, to—

- (a) assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity (including the quality of the experience of service users in receiving those services);
- (b) assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity;
- (c) maintain securely an accurate, complete and contemporaneous record in respect of each service user, including a record of the care and treatment provided to the service user and of decisions taken in relation to the care and treatment provided;
- (d) maintain securely such other records as are necessary to be kept in relation to—
  - (i) persons employed in the carrying on of the regulated [<sup>F1</sup>activity,][<sup>F2</sup>and]
  - (ii) the management of the regulated [<sup>F3</sup>activity, <sup>F4</sup>...]
  - <sup>F5</sup>(iii) . . . . .
- (e) seek and act on feedback from relevant persons and other persons on the services provided in the carrying on of the regulated activity, for the purposes of continually evaluating and improving such services;
- (f) evaluate and improve their practice in respect of the processing of the information referred to in sub-paragraphs (a) to (e).

(3) The registered person must send to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request—

- (a) a written report setting out how, and the extent to which, in the opinion of the registered person, the requirements of paragraph (2)(a) and (b) are being complied with, and

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**Changes to legislation:** The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Section 17 is up to date with all changes known to be in force on or before 15 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

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- (b) any plans that the registered person has for improving the standard of the services provided to service users with a view to ensuring their health and welfare.

**Textual Amendments**

- F1** Word in reg. 17(2)(d)(i) substituted (11.11.2021) by [The Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021 \(S.I. 2021/891\)](#), regs. 1, **6(a)**
- F2** Word in reg. 17(2)(d)(i) inserted (15.3.2022) by [The Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) \(No. 3\) Regulations 2022 \(S.I. 2022/206\)](#), regs. 1(2), **2(4)(a)**
- F3** Words in reg. 17(2)(d)(ii) substituted (11.11.2021) by [The Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021 \(S.I. 2021/891\)](#), regs. 1, **6(b)**
- F4** Word in reg. 17(2)(d)(ii) omitted (15.3.2022) by virtue of [The Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) \(No. 3\) Regulations 2022 \(S.I. 2022/206\)](#), regs. 1(2), **2(4)(b)**
- F5** Reg. 17(2)(d)(iii) omitted (15.3.2022) by virtue of [The Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) \(No. 3\) Regulations 2022 \(S.I. 2022/206\)](#), regs. 1(2), **2(4)(c)**

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**Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:**

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- Sch. 1 para. 4(4)(a)(xv) and word inserted by [S.I. 2024/374 Sch. 5 para. 23\(a\)\(ii\)](#)
- Sch. 1 para. 4(4)(g) inserted by [S.I. 2024/374 Sch. 5 para. 23\(b\)](#)
- Sch. 4A inserted by [S.I. 2022/15 reg. 4\(5\)](#) (This amendment not applied to Legislation.gov.uk - amending S.I. 2022/15 revoked on 15.3.2022 by S.I. 2022/206, reg. 3)
- reg. 12(3)-(3K) substituted for reg. 12(3)-(3D) by [S.I. 2022/15 reg. 4\(2\)](#) (This amendment not applied to Legislation.gov.uk - amending S.I. 2022/15 revoked on 15.3.2022 by S.I. 2022/206, reg. 3)