

GENERAL OSTEOPATHIC COUNCIL

Business Plan

April 2022 - March 2023

**Monitoring Report to
31 December 2022**

GOsC BUSINESS PLAN 2022-23

1. The General Osteopathic Council has agreed a Strategic Plan for 2019-2024 as an enabling document to provide the overarching approach that Council intends to follow. The Strategic Plan sets out the statutory context within which we operate, a vision statement and four goals for 2024. Further detail is provided below.
2. The statutory context of our operation is as follows:
 - To protect, promote and maintain the health, safety and well-being of the public
 - To promote and maintain public confidence in the profession of osteopathy
 - To promote and maintain proper professional standards and conduct for members of the profession.

3. The vision statement set out within the Strategic Plan is:

A partnership in professional standards that fulfils our statutory duty to protect the public and promote patient safety and well-being through modern regulation which supports and develops osteopaths.

4. Our four goals for 2024 are:

We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.	We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.
We will build closer relationships with the public and the profession based on trust and transparency.	We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.

5. This document, the Business Plan 2020-21, sets out the aims and detailed activities for the period April 2020 to March 2021, in support of each of the themes.

Legend

Status ■ On track ■ Delayed ■ Cancelled/postponed

Change ↑ Positive ↓ Negative

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
New activities introduced in 2022-23						
Develop resources, support and guidance to apply the Osteopathic Practice Standards to real life situations, to develop professional judgement, and decision making by publishing reports, case studies, guidance and ongoing engagement with osteopaths.	Professional Standards and Communications	All year	■	Resources developed and sessions on professional judgement being piloted at iO Roadshows and in regional groups.		
Develop and promote resources and/or supplementary guidance about social media to support the implementation of the Osteopathic Practice Standards.	Professional Standards and Communications	December 2022	■	See Public Item 11 NCOR paper on the Nov '22 agenda. It is considered that the need for these resources has been superseded as the issues may have been related to COVID-19 and focused on a few individuals		

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				rather than a systemic problem.		
Develop and promote resources and/or guidance about professional boundaries to support the implementation of the Osteopathic Practice Standards.	Professional Standards and Communications	All year	■	Ongoing series of scenarios published and promoted. Thematic Review on Boundaries agreed for publication and dissemination by Council in May 2022 and published in August 2022. Work ongoing to encourage discussion and reflection across the sector.		
Ongoing business						
Engage with, and listen to, our stakeholders, followed by analysis and	Professional Standards,	All year	■	Stakeholder Insight and		

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
response/action as appropriate across the full range of our work.	Communication, Regulation, Registration			Engagement Grid reviewed monthly at SMT.		
Develop support and guidance for osteopaths to enhance their understanding of government guidance and its application to the Osteopathic Practice Standards and infection control in the context of osteopathic practice.	Professional Standards and Communications	All year	■	Ongoing – regular updates of infection control guidance.		
Conclude consultation and agree to publish Guidance for Adjunctive Therapies and associated case studies.	Professional Standards, Regulation and Communications	July 2022	■	Agreed by Council, July 2022.		
Publish and actively promote Guidance on Adjunctive Therapies and associated case studies.	Professional Standards, Regulation and Communications	September 2022	■	Published and ongoing promotion.		
Support new graduates (UK and Internationally qualified) making the transition into practice through better understanding of the barriers and enablers to building communities, including the development of appropriate resources.	Communications, Professional Standards, Registration	All year	■	Combined project team set up to scope out evidence sources and analyse these. Paper considered by		

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				PEC in October 2022.		
Continue to work collaboratively with the Osteopathic Development Group on initiatives that enhance patient safety and/or quality of patient care.	Chief Executive and Registrar, Professional Standards, Communications	All year	■	Ongoing.		
Continue to support the National Council for Osteopathic Research to increase research awareness and research activity to inform practice and patient care.	Chief Executive and Registrar, Professional Standards, Communications	All year	■	Ongoing awareness raised of PROMs, UrGEnT research. Ongoing updates to PEC.		
Collaborate with professional indemnity insurance providers, the Institute of Osteopathy and the National Council for Osteopathic Research to report on the prevalence of concerns about osteopaths and practice.	Chief Executive and Registrar, Professional Standards, Regulation, Communications	April 2022 - December 2022	■	NCOR report on Council agenda, November 2022, for publication. Report published and promoted on social media December 2022		
Consider the prevalence of concerns, and information from fitness to practise	Chief Executive and Registrar,	October 2022	■	See above plus work ongoing.		

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
and any implications for the sector connected to patient safety and the quality of patient care.	Professional Standards, Regulation, Communications					
Promote registrants' wellbeing in order to support osteopaths to deliver high-quality patient care.	Chief Executive, Professional Standards, Communications	All year	■	Ongoing – We are promoting the Independent Support Service as a service to support all osteopaths. Further work is being scoped by an external consultant.		
Continue to collect and report on osteopaths' experiences of completion of the CPD scheme to inform ongoing communications and support.	Professional Standards, Communications and Registration	All year	■	Ongoing. High level findings considered by PEC in October 2022. Further consideration by Council due in 2023.		
Continue to empower osteopaths to undertake the CPD scheme through	Communications and Professional	All year	■	Ongoing. Popular/relevant		

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
ongoing supportive communication with a particular focus on the peer discussion review.	Standards and Registration			content on CPD site is promoted in ebulletin and highlighted on CPD site home page in response to feedback from osteopaths. Regular social media posts highlight useful resources throughout the year. Targeted emails sent to osteopaths nearing end of their 3 year cycle with useful tips/guidance.		
Continue to foster sustainable professional networks and learning communities that support professional development and minimise practitioner isolation and collaborate and engage with osteopathic groups to understand their needs and respond accordingly.	Professional Standards and Communications	All year	■	Ongoing – we have run sessions with Norfolk Osteopaths and Northern Ireland osteopaths. As		

Annex A to 6

Goal one: We will support the osteopathic profession to deliver high-quality care, which will protect patients and the public in the context of changes in the dynamic landscape of healthcare.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				part of the iO roadshows we saw osteopaths in Birmingham, Wales, Scotland, Leeds and London. There is ongoing contact and discussion with regional groups to support engagement and deliver needs.		
Collect, analyse and report on data about activities undertaken by registrants in their CPD cycle and take appropriate actions based on the evidence including ongoing updating of equality impact assessment.	Registration, Professional Standards, Communications	All year	■	Ongoing with periodic reports to Council.		
Continue verification and assurance activity based on declarations made by osteopaths when renewing their registration annually and report on, and use findings, to seek drive up performance.	Registration, Communications	All year	■	Checks continuing with very limited issues around non-compliance emerging.		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
New activities introduced in 2022-23						
Implement and evaluate revised Standards for Education and Training and Outcomes for Pre-registration Osteopathic Education.	Professional Standards and Communications	September 2022 - March 2023	■	Standards for Education and Training and Graduate Outcomes for Osteopathic Pre-registration Education were agreed for publication in May and were published in August.		
Publish consultation on draft of updated Handbook (incorporating finalised Standards for Education and Training and Outcomes for Pre-registration Osteopathic Education).	Professional Standards, Communications	July 2022	■	In June 2022, the Committee agreed an updated Handbook for Quality Assurance which included the agreed Graduate Outcomes and		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				Standards for Education and Training.		
Publish finalised Quality Assurance Handbook.	Professional Standards, Communications	November 2022	■	Published in November 2022		
Develop and consult on updated Student Fitness to Practise and Health and Disability Guidance for Students and Osteopathic Educational Institutions.	Professional Standards, Communications	September 2022 - March 2023	■	Approach and timeline agreed by Policy and Education Committee in October 2022.		
Explore the implementation of the principles of consent in the student environment and consider whether additional guidance and resources are necessary to support the implementation of the Osteopathic Practice Standards.	Professional Standards	October 2022	■	Ongoing – work is commissioned and underway collaboratively with the OEIs following a scoping workshop earlier in 2022.		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Ongoing activities						
Continue to work with the Council of Osteopathic Educational Institutions to facilitate strategic thinking and development in order to ensure that the sector works together coherently, collegiately and collaboratively with a particular focus on the educators.	Professional Standards	All year	■	Ongoing. Meeting took place in May 2022 to scope out the development of quality assurance activities including the annual report submission and ongoing programme of sharing and learning from good practice in a collaborative and partnership way.		
Conclude consultation analysis and agree revised Standards for Education and Training and Outcomes for Pre-registration Osteopathic Education.	Professional Standards	May 2022	■	Completed.		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Publish and disseminate revised Standards for Education and Training and Outcomes for Pre-registration Osteopathic Education.	Professional Standards and Communications	July 2022	■	Ongoing. Dissemination webinars for student and educators are ongoing.		
Use findings of the review of the existing quality assurance method to update the risk-based approach to quality assurance strategy 2020 to 2025. Agree and implement risk framework.	Professional Standards	November 2022	■	Workshops took place in January and March 2022. PEC considered and fed back on an updated approach in October 2022.		
Removal of RQ dates and publication of conditions and publication of action plans for eligible osteopathic education providers.	Professional Standards	All year	■	Ongoing		
Continue to monitor and enhance the quality of osteopathic education including: annual reports, management of concerns and dissemination of good practice and providing advice to Council about recognised qualifications in	Professional Standards	All year	■	Ongoing		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
accordance with the Osteopaths Act 1993.						
Increase diversity of Education Visitor Pool through the use of accessible support, recruitment, training and appraisal of Visitors.	Professional Standards, Communications	All year	■	Ongoing – report provided to PEC in June about widening the pool.		
Work with patients, educational providers and others to understand and develop good practice for the involvement of patients in osteopathic education and training.	Professional Standards	All year	■	Ongoing – interviews have been completed with OEIs and a report and good practice seminar is planned later in 2022 or early 2023.		
Continue to embed OPS (2019) within educational provision and quality assurance framework.	Professional Standards	All year	■	Ongoing – among other things, the implementation of the Standards for Education and Training and the Graduate Outcomes for		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				Pre-registration Education and a series of good practice seminars are supporting an ongoing focus on the OPS in education. Our professional judgement workshops also provide opportunities to learn about and apply the OPS in a variety of situations.		
Continue to embed the OPS (2019) within the student community through our ongoing engagement with students at all stages of their training.	Registration, Professional Standards, Communications	All year	■	Ongoing –we are undertaking student sessions both online and face to face for all OEIs.		
Ensure we retain a focus on the external horizon to identify any issues relating to education and training which	Professional Standards	All year	■	At PEC, observers with speaking rights bring		

Annex A to 6

Goal two: We will develop our assurance of osteopathic education to produce high-quality graduates who are ready to practise.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
may impact on current objectives and plans.				forward emerging issues from their sector.		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
New activities introduced in 2022-23						
Undertake a registrant and stakeholder perceptions survey to enable our registrants and stakeholders to inform how they perceive us, their needs, and how we might better meet those needs.	Communications and Professional Standards	October 2022 - December 2022	■	PEC considered this in October 2022. Further work is required based on PEC feedback which will see a delay to the activity.	Further discussion at PEC, March 2023	The survey activity will be included in the 2023-24 business year.
Undertake a patient perceptions survey to enable patients and the public to inform how they perceive us, their needs and how we might better meet those needs.	Communications and Professional Standards	September 2022 - December 2022	■	Work has been commissioned and will take place early 2023.		
Develop patient involvement in governance and strategy development beginning with the development of a Patient Council Associate Programme.	Chief Executive and Professional Standards	All year	■	Considered by PEC in October 2022. Feedback will be considered by Council in early 2023.		
Invest in and implement more sophisticated data analytics to provide more information about the profile of	Communications	December 2022	■	Ongoing. We are currently		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
individuals accessing our social media channels and use this to tailor content and messaging appropriately and measure the reach and impact of our social media activities.				assessing options.		
Conduct a review of our Whistleblowing Handling Concerns Policy ensuring that any revisions are reflective of good practice.	Regulation	November 2022	■	Agreed at November 2022 Council. To be published early 2023.		
Implement the findings of the External Audit conducted on interim measures decisions in 2021.	Regulation	July 2022	■	Refresher training for the Investigating Committee has been planned for the IC training day in November 2022.		
Conduct a review of the Guidance on Imposing Interim Suspension Orders and the Undertakings Practice Note with enhanced focus on risk assessment, proportionality and the requirement for Committees to provide adequate written reasons.	Regulation	July 2022	■	A review of both the guidance and practice note has been completed. We intend to implement updates in the guidance and		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				Practice Note before the training day in November 2022.		
Review our Section 32 enforcement policy (protection of title)	Regulation	July 2022	■	Agreed by Council in May 2022.		
Develop an Environmental Social Governance strategy for the GOsC which reflects our role as a registered charity.	Chief Executive, Resources and Assurance	June 2022 - March 2023	■			Activity deferred to 2023-24 as resource required in other areas.
Ongoing activities						
Review accessibility of information to support participants in hearings, the publication of decisions and to support registrants with appeals against registration decisions	Regulation, Registration Communications	All year	■	Ongoing		
Continue to work with osteopaths, patients and others to identify, review and translate examples of osteopaths and other health professionals working with patients to inform interprofessional learning.	Professional Standards, Communications	All year	■	Ongoing – blogs are being published periodically. Final interprofessional blog in current		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				series being finalised.		
Work with patients to promote among osteopathic stakeholders the value of patient involvement in their own work and encourage use of patient feedback to inform improvements in practice.	Professional Standards and Communications	All year	■	Ongoing – PPI project with OEIs, promotion of PROMs (in four nations), values project (promoting shared decision making resources and skills to support patient partnership in accordance with the OPS).		
Maintain, enhance and support our patient and public reference group through use of ongoing communications and news, relationship building and participative involvement in a range of projects across the GOsC to enable the fullest partnership in our work.	Professional Standards, Communications	All year	■	Ongoing – our patients group have fed into our values resources feedback and approach, our adjunctive therapies guidance consultation and our questioning		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				witnesses practice note consultation. They also attended our Values event together with the Collaborating Centre on 2 November.		
Work with patients, registrants and others to promote awareness, accessibility and usability of the Register, and to provide assurance about the Register and our registration processes.	Communications, Professional Standards and Registration	All year	■	Patients have fed into the scope of a potential upgrade to our Register search function.		
Complete a comprehensive review of our Fitness to Practise Publication Policy ensuring that any revisions are reflective of good practice within the sector and consult on our findings.	Regulation	June 2022	■	Considered by Council in May 2022, PEC in April 2022. On Council agenda, November 2022.		
Publish the Remote Hearings Guidance and Protocol and Questioning Witnesses Practice Note.	Regulation	June 2022	■	Agreed by Council May 2022. Remote Hearings		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				Guidance published. Witness practice note consultation closed 31 October and considered by Council in November.		
Continue to undertake a series of Fitness to Practise webinars with the profession, public and patients to improve understanding and demystify the fitness to practise process.	Regulation, Communications	All year	■	Fitness to Practise webinars held in May 2022 and October 2022. The latter was a joint webinar with the General Chiropractic Council.		
Continue to use a diverse range of content within the ebuletin to help demystify and humanise the work of the GOsC.	Communications	All year	■	Ongoing – range of media used.		
Increase awareness of our commitment to equality, diversity and inclusion through our communications	Communications	All year	■	Diverse range of images in use in the ebuletin and		

Annex A to 6

Goal three: We will build closer relationships with the public and the profession based on trust and transparency.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
(including social media) by increasing the diversity of images and content that we use across a diverse range of communications, and using new ways of presenting content to increase accessibility.				websites. Range of different cultural and religious events celebrated in the ebulletin and across social media. Range of content e.g. visiting an osteopath animation has been very popular.		
Integrate communications planning into the development of consultations prior to agreement by Council to ensure compliance with our consultation principles, accessibility, inclusion and reach.	Communication and all departments	All year	■	Ongoing. This has been evident in consultations considered by Council to date.		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
New activities introduced in 2022-23						
Implement the actions arising from the review of the governance appointments and reappointments held in 2021-22 including an update of associated recruitment materials.	Human Resources, Communications	April 2022 - May 2022	■	Overseen by People Committee in March 2022 and June 2022.		
Conclude the recruitment campaign for Council member, Northern Ireland.	Human Resources	July 2022	■	Concluded.		
Commence and conclude the recruitment for one Council Associate, to be appointed from April 2023: including recruitment seminar for osteopaths, advertising, anonymisation, shortlisting, interviews, due diligence, feedback and appointment.	Chief Executive, Human Resources, Communications	June 2022 - February 2023	■	Shortlisting completed and interviews scheduled.		
Commence and conclude the reappointment for members of the governance structure eligible for reappointment in 2023 including: members of Council, Professional Conduct Committee panellists.	Chief Executive, Human Resources	May 2022 - February 2023	■	Completed.		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Commence activity for appointments required in 2023-24 including: Chair of Council, Council members, Council Associate, and Investigating Committee and Professional Conduct Committee panellists.	Human Resources	January 2023 - March 2023	■	Planning commenced and overseen by the People Committee.		
Assess the potential for expanding the Fitness to Practise pool of panellists.	Chief Executive, Regulation, Human Resources, Communications	June 2022 - December 2022	■	Options for expanding the pool are being considered. Any recruitment to be scheduled for next business year.		Planned fitness to practise panel recruitment in 2023-24 already. Any additional members can be captured as part of this recruitment campaign.
Monitor and evaluate the impact of the new Council Associates Programme for registrants including induction and consider a parallel programme to enhance our patient involvement.	Chief Executive	April 2022 - December 2022	■	People Committee have agreed evaluation criteria and considered current progress.		
Develop and undertake a Mental Health at Work staff survey and develop an action plan to address any issues arising.	Chief Executive, Human Resources	June 2022 - December 2022	■	Staff survey ran December 2022. Results to be reported to		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
				People Committee in March 2023.		
Collect feedback from our staff through a staff survey and develop an action plan to address any issues arising.	Chief Executive, Human Resources	October 2022 - February 2023	■	See above.		
Complete preparations for user testing for upgrade of integra system to cloud engage	IT and all departments	May 2022	■	Deferred to 2023-24.		
Complete user testing and security testing and all necessary preparations ahead of go live.	IT and all departments	September 2022	■	See above.		
Complete go live to upgrade integra system to cloud engage ensuring a seamless registrant experience and maintenance of statutory duties.	IT and all departments	December 2022	■	See above.		
Complete problem solving, lessons learned and evaluation of upgrade of integra system to cloud engage.	IT and all departments	March 2023	■	See above.		
Source and implement enhanced cyber-security for GOsC IT	IT, Resources and Assurance	June 2022 - March 2023	■	Delayed due to focus on Cloud Engage project.		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
infrastructure and systems through a public tender procurement exercise.				IT Manager has carried out an assessment assisted by the National Cyber Security Centre, which has identified areas of improvement, which are due to be rolled out in the first quarter of 2023.		
Undertake a banking tender exercise	Resources and Assurance	August 2022 - February 2023	■	Need to consider availability of staff resources as we undertake Cloud Engage project.		Reschedule for business year 2023-24.
Complete the branding refresh project (held over during the pandemic) to ensure our communications and publications are accessible, streamlined, modern and effective.	Communications	All year	■	Project is progressing.		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Implement the systematic collection and analysis of equality, diversity and inclusion data for registrants, staff and members of the governance structure to inform our understanding of enablers and barriers to inclusion within our regulator processes.	Chief Executive, and all departments	All year	■	Paper considered by PEC, June 2022 and Council July 2022.		
Work with external organisations to co-operate on sharing of data to support the exercise of our statutory responsibilities.	Chief Executive, Professional Standards	All year	■	We have commissioned an external report to model the shape of the register. This was considered on Council's private agenda in July. Also we have a regular analysis of enrolment and progression data which we share with the iO, OEIs and others to understand the shape of entry to the profession.		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Present to Council the recommendations from the working group which reviewed the Performance of the GOsC alongside an associated action plan.	Chief Executive	May 2022	■	Recommendations presented and implementation underway.		
Ongoing activities						
Ensure our continued compliance with the Osteopaths Act 1993 and our underpinning Rules.	Chief Executive, Registration, Regulation, Professional Standards	All year	■	Ongoing.		
Prepare an Annual Report on activities undertaken in year and submit to Parliament and publish.	Chief Executive, Resources and Assurance, Communications	September 2022	■	Annual Report and Accounts published by both Houses of Parliament, September 2022		
Submit the Annual Report to Charity Commission.	Chief Executive, Resources and Assurance	January 2023	■	Submitted December 2022.		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Prepare an Annual Fitness to Practise Report on activities undertaken in year and publish.	Regulation and Communications	December 2022	■	Published December 2022.		
Manage the complaints caseload in an efficient, effective, fair and timely way seeking to achieve a target of 12 months for the majority of fitness to practise complaints to reach a hearing.	Regulation	All year	■	Reports provided to Council at each meeting.		
Provide training as required to fitness to practise panellists, including supporting the induction and integration of new members through training in addition to separate annual training days for IC and PCC/HC members.	Regulation	November 2022 - December 2022	■	IC training day held 29 November. PCC training day held 1 December		
Ensure training as required to registration assessors, including supporting the induction and integration of new members.	Professional Standards and Registration	July 2022	■	Training held June 2022 and report to Policy and Education Committee in June 2022.		
Monitor activity of individuals removed from the Register, writing 'cease and	Regulation, Registration	All year	■	Ongoing. Successful section		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
desist' letters and prosecuting them as necessary, as described above.				32 prosecutions held in year.		
Ensure that the GOsC continues to meet its duties under the Equality Act including delivering the actions outlined in the Equality, Diversity and Inclusion Framework 2021-24.	Chief Executive	All year	■	Paper presented to Council, July 2022.		
Promote the Welsh Language in our regulatory policy development and activity and monitor revisions to the Welsh Language Act and implement any new Welsh Language Standards requirements.	Communications	All year	■	Paper presented to Council, July 2022.		
Provide Council with the information needed to make appropriate resourcing decisions connected to the ongoing financial stability of the GOsC including consideration of reducing/changing expenditure patterns, outsourcing activity, shared services and building estate options.	Chief Executive, Resources and Assurance	All year	■	Financial reports at each meeting. November meeting to receive budget strategy paper and consideration of reserves policy.		
Engage with the new PSA Performance Review process, through regular data reporting and acting on issues arising	Chief Executive and all departments	All year	■	Outcome of PSA performance review year 2021-		

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
from the performance review process and associated audits.				22 outlined in Chief Executive report, July 2022.		
Develop and begin to implement a data and insight strategy to enhance our capacity for research including data collection, analysis and insight.	Chief Executive, Professional Standards, Communications and all departments	All year	■	Ongoing. Report to Council, July, on the EDI pilot survey.		
Undertake analysis of, and report on, aggregated enrolment and progression statistics for students in osteopathic education.	Professional Standards	July 2022 - March 2023	■	Underway and linked to the Middlesex University modelling report.		
Undertake analysis of, and report on, registration numbers and trends.	Professional Standards, Registration	July 2022	■	Middlesex University commissioned.		
Undertake a review of the international registration application process.	Registration	October 2022	■	Revised timeframe for this activity to be considered.		Consider within 2023-24 business plan

Annex A to 6

Goal four: We will be an exemplar in modern healthcare regulation – accessible, effective, innovative, agile, proportionate and reflective.						
Activity	Lead	Original timing	Status	Comments	Revised timing (if applicable)	Defer to 23-24 (if applicable)
Expand the existing pool of legal assessors.	Regulation, Human Resources, Communications	April 2022 - September 2022	■	Start date delayed. New timeframe for this activity required.		Defer to 23-24
Undertaken a re-tender exercise for external audit services.	Resources and Assurance	December 2022 - February 2023	■	Tender exercise completed. Decision for Council at February 2023 meeting.		