

GENERAL OSTEOPATHIC COUNCIL

Business Plan

April 2024 - March 2025

Annex A to Item 7

GOsC BUSINESS PLAN 2024-25

1. The Strategy for the General Osteopathic Council (GOsC) sets out the overarching approach that we intend to follow from April 2024 to March 2030.
2. Our vision is to be an inclusive, innovative regulator trusted by all.
3. We have three priorities:

Strengthening trust: we will work to enhance/improve our relationships with those we work with so together we can help protect patients and the public.

Championing inclusivity: it is important to us that people who interact with us, or who work for us, can be their true selves and that we understand and break down any barriers which prevent them from doing so.

Embracing innovation: we will continually seek and take opportunities to improve what we do and how we do it, so we continue to improve as an organisation.

4. Underpinning the Strategy are the GOsC organisational values. These are:

Our values	We work Collaboratively to be an Influential and Respectful regulator with an Evidence-informed approach.
Collaborative	We work with our stakeholders to ensure patients and osteopaths are at the centre of our approach to regulation.
Influential	We seek to support and develop those we work with to enhance public protection.
Respectful	We seek to hear, understand and consider the views of the people with whom we engage.
Evidence-informed	We use a range of evidence to guide our work to ensure the best outcomes for patients and the public.

5. This document, the Business Plan 2024-25, sets out how we intend to work towards meeting the strategic priorities in the year April 2024 to March 2025.

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Strengthening trust:	
We will work to enhance/improve our relationships with those we work with so together we can help protect patients and the public	
Priorities	Lead
Work collaboratively with osteopathic and wider health stakeholders to gather and share insight of issues affecting the sector and health system, and to work with the sector make progress on these in the context of understanding of our role/remit in relation to those issues.	Chief Executive, supported by Communications, Professional Standards, Regulation, Registration
Raise awareness and enhance understanding of our role.	Communications, Professional Standards, Regulation, Registration
Publish an invitation to tender to scope out our new public website.	Communications
Supporting osteopaths in practising in accordance with the Osteopathic Practice Standards	Professional Standards
Work collaboratively with patients to support their access to the profession and with osteopaths to deliver high quality osteopathic care.	Professional Standards
Work collaboratively with the sector to support the transition from graduate to newly qualified osteopath.	Professional Standards
Support students to progress towards practising in accordance with the Osteopathic Practice Standards.	Professional Standards
Work with the Osteopathic Educational Institutions to ensure that students meet the Osteopathic Practice Standards and deliver high standards of educational provision	Professional Standards

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Strengthening trust:

We will work to enhance/improve our relationships with those we work with so together we can help protect patients and the public

Priorities	Lead
and support in accordance with the Graduate Outcomes and Standards for Education and Training.	
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
Enhance the user journeys of students, osteopaths and patients who engage with our services.	Communications

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Championing inclusivity:

It is important to us that people who interact with us, or who work for us, can be their true selves and that we understand and break down any barriers which prevent them from doing so

Priorities	Lead
Consider and keep under review how we promote equality in all the work that we do and meet our responsibilities as set out in the public sector equality duty.	Chief Executive supported by Professional Standards, Regulation, Communication, Registration, Resources and Human resources
Publish in-year Equality Impact Assessments for all policies and processes which allow GOsC to demonstrate changes made where it has identified that there is or might be an undue impact on those with protected characteristics.	Chief Executive, supported by Professional Standards, Regulation, Communication, Registration, Resources and Human Resources
Publicise progress on our activities promoting inclusion, valuing diversity and delivering better equity and continue to ensure and promote GOsC as an inclusive organisation.	Communications
Promote and contribute to the progress of inclusivity in osteopathic education for students, patients and osteopaths.	Professional Standards and Communications
Promote inclusivity in osteopathic practice for osteopaths and patients.	Professional Standards and Communications
Ensure continued compliance with the Welsh Language Standards.	Chief Executive, supported by Communications, Professional Standards, Regulation
Collect, report and act on equality monitoring data to ensure non-executive recruitment campaigns continue to attract a wide and diverse range of applicants and a diverse range of successful candidates.	Chief Executive, Human Resources and Professional Standards

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Championing inclusivity:

It is important to us that people who interact with us, or who work for us, can be their true selves and that we understand and break down any barriers which prevent them from doing so

Priorities	Lead
Collect and report on equality monitoring data related to fitness to practise.	Professional Standards, Regulation
Publish a new Equity, Diversity, Inclusion and Belonging Framework 2024-30.	Chief Executive, Communications
Conduct a comprehensive review, and make amendments, of all Fitness to Practise guidance both at the initial stages and hearings stage of the Fitness to Practise process to ensure the guidance adequately address allegations that involve racist and discriminatory behaviours.	Regulation
Increase EDI data collection, and publish results, as part of registration renewal following implementation of the new CRM system	Registration
Review, reflect and report on actions taken through collation of EDI data to ensure inclusion, value diversity and promote equity.	Professional Standards, Registration

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Embracing innovation:

We will continually seek and take opportunities to improve what we do and how we do it, so we continue to improve as an organisation

Priorities	Lead
Review the impact of changes in healthcare and regulation, though listening and insight, including the use of artificial intelligence on osteopathic education and osteopathic care and the use of artificial intelligence in health care for patients and to consider impact on osteopathic standards and regulation.	Professional Standards
Conduct a comprehensive review of the GOsC Threshold Criteria for Unacceptable Professional Conduct taking into account developments within wider regulation and regulatory reform and feedback from Internal and External Stakeholders.	Regulation
Implement new CRM system within GOsC and ensure a smooth transition for internal and external users.	Chief Executive, Communications, Registration, IT
Further develop and implement plans for a Strategic Patient Partnership Programme in Council.	Professional Standards
Regularly evaluate the impact of changes to our communications approach and to implement recommendations.	Communications
Embed the GOsC Values within strategic decision-making culture at Council and report on where/how this has happened.	Chief Executive
Use and publish the data that we hold in relation to our functions to support osteopaths to practice to high standards in accordance with the Osteopathic Practice Standards and to inform the sectors thinking on workforce planning and the provision	Professional Standards, Regulation, Registration

Embracing innovation:

We will continually seek and take opportunities to improve what we do and how we do it, so we continue to improve as an organisation

Priorities	Lead
of osteopathic education and care and to generate insights and improvements to support our own work.	
Scope and develop a financial and asset strategy which underpins GOsC business continuity and sustainability.	Chief Executive, Resources
Scope out the approach for developing an environmental sustainability strategy.	Chief Executive, Resources