



**Council**  
**4 February 2015**  
**Chief Executive and Registrar's Report**

<b>Classification</b>	Public
<b>Purpose</b>	For noting
<b>Issue</b>	A review of activities and performance since the last Council meeting not reported elsewhere on the agenda.
<b>Recommendation</b>	To note the content of the report.
<b>Financial and resourcing implications</b>	Costs pressures arising from increased fitness to practise activity are set out in Annex B to the report.
<b>Equality and diversity implications</b>	None
<b>Communications implications</b>	None
<b>Annexes</b>	A. Progress against the 2014-15 Business Plan B. Financial report
<b>Author</b>	Tim Walker

## **Introduction**

1. This report gives an account of activities of note that have been undertaken by the Chief Executive and others since the last Council meeting, which are not reported elsewhere on the agenda.

## **Council reconstitution**

2. The Department of Health's Professional Standards Resource Board has agreed to the reconstitution of the GOsC's Council. However, its legal resource is currently dedicated to responding to the Law Commission report and preparing its own draft Bill for the first session of the new Parliament following the General Election.
3. The Board has proposed that DH will take forward this work at the earliest opportunity following the General Election. In the meantime, it has suggested that we help prepare the necessary documentation in the form of a draft consultation document. We have already provided the Department with a draft Order.
4. We have commenced discussions with the PSA on how the appointment process might operate for the Chair and Council members to take office on 1 April 2016. An oral update will be given at the meeting.

## **Law Commission/Jeremy Lefroy's Private Members' Bill**

5. The Department of health is expected to publish its formal response to the Law Commissions' report and draft bill at the end of January.
6. The Private Members' Bill which proposes changes to the statutory purpose of all the healthcare professional regulators has completed its House of Commons' stages and has now received its First Reading in the House of Lords. Although the timetable is tight, it looks increasingly likely that it will be passed before the end of the Parliament on 30 March.

## **Inter regulatory group on performance**

7. A recent addition to the numerous joint working groups that exist among the regulators has been one on performance. This group has been working with the PSA on the proposed new approach to the Performance Review and is now widening its work to include more general performance and risk management matters.
8. The group has been attended by the Head of Regulation and me. At its most recent meeting I presented the work that the GOsC had undertaken in developing a risk tolerance statement and new risk register.

### **CPD consultation**

9. The CPD consultation is due to commence shortly and will last until the end of May. Consultation resources include:
  - a. A letter sent to all registrants along with an overview of the proposed scheme and consultation process
  - b. Short and long form consultation documents
  - c. A bespoke microsite containing all the consultation materials, including the scheme documentation, case studies and videos.
10. As well as encouraging individuals and groups to respond to the consultation, we are trying to encourage local discussion about the scheme at a practice or local/regional group level. We attended the first of a number of planned regional meetings on the scheme on 10 January and a number of other meetings with regional groups, other organisations and societies are planned during the course of the consultation.

### **Review of PSA Performance Review process**

11. The PSA is expected to publish proposals shortly on how it intends to overhaul the annual Performance Review. It is anticipated that the process is likely to be more targeted than at present, with an initial assessment of information taking place before a decision on the scope of the review itself. A regulator that has demonstrated satisfactory past performance and made no significant changes is unlikely to be subject to a review.
12. The process may also include some kind of annual audit of registration activity and the possible inclusion of a new standard relating to internal governance and management of risk.
13. Prior to the publication of the new review method, the regulators have also agreed to work with the PSA on the development and agreement of a common Performance Review dataset.

### **Quality assurance services procurement**

14. The Invitation to Tender (ITT) stage of the education quality assurance procurement closed on 7 January 2015. The interview stage was scheduled for 3 February 2015.

### **Gibraltar**

15. We have now signed a Memorandum of Understanding with the Gibraltar Medical Registration Board. The Board is now responsible for registering osteopaths in Gibraltar who will also be required to be registered with the GOsC.

The Head of Policy and Communications attended the formal signing ceremony on 14 January and took the opportunity to meet local registrants to update them on our work and how the MoU will operate.

### **Patient and public survey**

16. The fieldwork for the survey, which generated responses from 500 osteopathic patients and a further 1,000 members of the public, was completed before Christmas. However, the analysis has taken slightly longer than anticipated and we anticipate presenting the findings to Council at its May meeting.

### **PSA Academic and Research Conference 2015**

17. We have submitted two abstracts to the PSA for presentations at their 2015 Academic and Research Conference taking place in March. The abstracts relate to our work on the effectiveness of regulation and on the common classification system for complaints and claims and both have been accepted.

### **UK Interprofessional Group**

18. Jane Hern, the incumbent chair of the UKIPG, is stepping down and arrangements are in place to appoint her successor. We continue to participate in the UKIPG as it provides an important source of information, advice and external perspective on the work that we do.

### **Key Performance Indicators**

19. At recent meetings, Council has considered the approach to take to regular reporting of KPI information by the Executive. Advice has also been sought from the Audit Committee.
20. The Chair and I have discussed a proposed new approach which is set out below:
  - a. The current key data document will cease to be produced, but the 'balanced scorecard' will be continued for the period of the current Corporate Plan. A new approach to the balanced scorecard will be developed in conjunction with the 2016-19 Corporate Plan.
  - b. Council will continue to be provided at each meeting with the quarterly fitness to practise dashboard report, but this will be amended as follows:
    - Financial information will be removed so as not to duplicate the finance annex to the Chief Executive's Report, which will in turn provide more commentary on forward projected costs of fitness to practise activity.
    - The dashboard will provide more information on current case-loads.

- Data on costs per-case and per-hearing day will be provided to Council annually.
  - The key figures identified by the PSA – median times for investigations, final determinations and interim orders – will be highlighted in the main body of the fitness to practise report.
- c. Registration data will continue to be provided to Council every six months but with the addition of the following:
- Forward projections of the size/composition of the register.
  - Performance against target for CPD auditing activity.
  - Information about volumes of registration assessment activity
  - Key figures identified by the PSA on registration application processing times.
- d. Communications data, for example on website usage, will be reported to Council annually. Over time we will seek to identify new measures on performance for communications activity. In addition we will continue to explore ways of reporting performance against service targets for letters/emails across the organisation.
- e. Human resources information such as staff turnover and absence will be reported to the Remuneration and Appointments Committee rather than Council.
21. Some aspects of this reporting have been implemented with immediate effect, others will be implemented from the May meeting onwards.

### **Staffing changes**

22. We have welcomed the following new staff to the GOsC since the last meeting of Council:
- a. Lesley Rudd – Regulation Assistant
  - b. Oke Adieze – Regulation Officer

### **Other meetings**

23. Recent meetings, calls, visits and speaking engagements by the Chief Executive include:
- Values seminar
  - Western Counties Society of Osteopaths
  - BSO 2014 graduation ceremony
  - Legal Assessor interviews

- European School of Osteopathy first year students professionalism presentation
- ODG Board
- PCC Panel Chairs
- PSA re threshold criteria
- PSA re constitution order
- Ian Drysdale/BCOM retirement reception
- Sir Peter Rubin/GMC retirement reception
- Professional indemnity insurance providers
- Chief Executives' Steering Group
- Northern Counties Society of Osteopaths
- PSA chairs/chief executives meeting
- NCOR trustees and general meeting
- Grant Thornton (auditors)
- Westminster Health Forum
- Dr Jacqueline Baxter, Open University
- GOsC/iO bilateral meeting
- Academy of Physical Medicine CPD interview

24. Other meeting include:

- University of Swansea – Faculty professionalism presentation
- British School of Osteopathy – Registrant professionalism presentation
- British School of Osteopathy – Faculty weekend – curriculum development planning
- Continuing fitness to practise inter-regulatory group – presenting our proposals on continuing fitness to practise for feedback.
- In partnership with the Quality Assurance Agency – annual training for our pool of education Visitors.
- In partnership with the Council of Osteopathic Educational Institutions – Department of Health Education stakeholder meeting
- QAA Subject Benchmark Statement: Osteopathy – working group meeting
- Prescribing inter-regulatory meeting about non-medical standards
- Education inter-regulatory group meeting
- GMC about their 'Welcome to UK Practice' programme
- Sue Roff – professionalism project
- UK Inter-professional group CPD Forum

### **Progress against the 2014-15 Business Plan**

25. Annex A sets out the progress made against the 2014-15 Business Plan at the end of December 2014.

26. There are four areas where has been some slippage identified as follows:

- 1.1 – Develop proposed new quality assurance framework, taking into account Law Commission draft Bill, consult and formulate proposals consistent with new legislation. This has been delayed as it is a complex

and specialist area and a specific form of consultation with specialists was envisaged. We have delayed the publication of the consultation to enable the newly appointed Professional Standards Manager to familiarise herself with the issues and further develop the engagement strategy. An amended timetable has been set out in the 2015-16 Business Plan. It is envisaged that the engagement phase of the consultation will be concluded by May 2015.

- b. 2.2 – Scoping of registrant survey. We propose to delay this until the autumn to allow reflection on the effectiveness of regulation research and the national patient survey.
- c. 3.1 – Implement year 2 of the internal audit programme – the website audit has been delayed pending the conclusion of the website re-platforming.
- d. 3.1 – Assessment of impact of changes to IT infrastructure – this has been delayed pending the conclusion of the website re-platforming.

### **Financial report**

- 27. Annex B shows the financial position at the end of the third quarter of the 2014-15 financial year.
- 28. As reported at the November Council, we are forecasting that at the year end we will have a small deficit as a result, primarily, of additional expenditure on fitness to practise activity (including additional staffing costs), as well as an increased level of expenditure on recruitment due to staff turnover across the organisation.

**Recommendation:** to note the report.