



Council
21 November 2018
Chief Executive and Registrar's Report

Classification	Public
Purpose	For decision
Issue	A review of activities and performance since the last Council meeting not reported elsewhere on the agenda.
Recommendations	To note the contents of the report.
Financial and resourcing implications	None
Equality and diversity implications	None
Communications implications	None
Annexes	A. 2018-19 Business Plan monitoring at end of October 2018 B. Financial report to 30 September 2018
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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.

Professional Standards Authority (PSA) update

2. The PSA has completed the GOsC's 2017-18 Performance Review and has concluded that we have met all of the Standards of Good Regulation. The decision came later than in previous years as the PSA had been undertaking an extensive review of fitness to practise cases.
3. The PSA has shared a draft of the Performance Review report and we have responded with a number of changes. We anticipate that the report will be published shortly.
4. The new Chief Executive of the PSA, Alan Clamp, took up his role on 1 November and I will be meeting him formally for the first time on 6 December.

Regulatory reform

5. We are expecting the Department of Health (England) to publish its formal response to the consultation on *Promoting professionalism, reforming regulation* shortly.
6. The DH has also commenced discussions with the regulators about next steps in the process. It seems highly unlikely that this will involve primary legislation which would change the functions of the GOsC. It seems to be more likely instead that there will be proposals that amend specific parts of all of the regulators' legislation through one or more 'section 60' orders. It has been suggested that these will focus in the first instance on streamlining fitness to practise processes and also governance arrangements across the regulators.

Osteopathic Practice Standards

7. The updated Osteopathic Practice Standards were published on 31 August 2018 and will come into effect on 1 September 2019.
8. Hard copies of the document have been sent to all registered osteopaths and we have also relaunched the OPS microsite which can be found at: standards.osteopathy.org.uk. As well as providing an easy to access version of the updated Standards (which is optimised for use on mobile devices), the site also allows case studies and other materials to be uploaded and linked to relevant standards.
9. We have also commenced the communication and other roll-out activity on the Standards previously reported to Council.

CPD

10. The new CPD scheme was launched formally on 1 October 2018 with all required elements of the project plan for readiness on 1 October 2018 delivered.
11. In the initial stages only small numbers of osteopaths will be joining the new scheme (80 in October 2018 and 98 in November 2018), with the numbers building up over time.
12. Individual osteopaths are being written to with detailed information as they join the new scheme and this will be followed up with a dedicated mailing to each registrant over the next 12 months starting in January. The mailing aims to draw their attention to being on the new scheme, providing reassurance, information and helpful tips about and signposting to the CPD site for further help and resources. As well as providing guidance, a key aim of the mailing is to help ensure everyone is aware that they are on the new scheme.
13. At the scheme's launch, all registrants received a special launch edition of the newly redesigned The Osteopath magazine providing guidance on the scheme and the resources available. We have also launched a refreshed version of the CPD website which can be found at cpd.osteopathy.org.uk. The refreshed site provides new resources and has improved navigation based on user feedback on the earlier version. It is also aligned with the look and feel of the OPS site to help integrate our sites.

Complaints and concerns 2017

14. The fifth annual report on the types of concerns raised about osteopaths and osteopathic services which is collated for us by NCOR has now been published at: <https://www.osteopathy.org.uk/news-and-resources/research-surveys/>.
15. Council will recall that this is a collaborative venture between the GOsC, the Institute of Osteopathy and the major providers of indemnity insurance to osteopaths.
16. The report provides an opportunity to compare data over a five-year time period. It is gratifying to see that the overall number of complaints and concerns raised (excluding advertising concerns) has fallen to its lowest level since 2013. This is alongside a 10% increase in the size of the Register over the same time period. However, we continue to see persistent issues arising in relation to communication and consent, which supports their inclusion in the CPD scheme.
17. The full report will be presented to the Policy Advisory Committee at its March 2019 meeting.

IT upgrade

18. In May 2018 Council approved a plan for the implementation of changes to our IT infrastructure including the selection of a new provider for our 'cloud' storage hosting.
19. The IT project was broken down into five phases. The first two of these required an upgrade to the onsite server and moving the GOsC email system to a new provider. These two phases were completed by the end of July. The third phase has been to prepare and test for data relocation and this was completed in early November. Data relocation is due to be completed by the end of November, early December.
20. To date no major issues have been identified with the project. Detailed reports on implementation progress were provided to the Audit Committee at its June and October meetings.

Charity Commission reporting

21. In line with the requirements on the GOsC as a registered charity, we have recently submitted two serious incident reports to the Charity Commission. The first of these related to a data breach (also reported to the Information Commissioner's Office). The second related to evidence of a non-financial fraud in relation to registration.
22. The first of these incidents has been reviewed by the Audit Committee and the second will be considered at the March 2019 Audit Committee meeting.

Other meetings

23. Recent meetings, calls, visits and speaking engagements by the Chief Executive and others include:
 - London College of Osteopathic Medicine Trustees
 - Academy of Physical Medicine fitness to practise broadcast
 - Department of Health (England)
 - National Council for Osteopathic Research trustees and research council
 - Osteopathic Foundation board
 - Osteopathic International Alliance annual conference
 - Lesley Longstone, CE&R General Optical Council
 - Worcester Osteopaths Group
 - Waltham Forest Osteopaths Group
 - European Federation and Forum of Osteopaths general assembly
 - Institute of Osteopathy annual convention
 - Douglas Blackstock, Chief Executive, QAA
 - Malaysian Osteopathic Council
 - Osteopathic Development Group board
 - Tricia McGregor and Niru Uddin, General Chiropractic Council

- David Tasker, Chair of Trustees, European School of Osteopathy
- Scottish Government Health Departments annual regulation conference

Progress against the 2018-19 Business Plan

24. Annex A provides a final progress report on the 2018-19 Business Plan at the end of October.
25. At this stage in the year we are reporting a delay on three Business Plan items:
- 1.3 – FtP KPIs – this has been delayed pending the PSA Performance review report and a seminar discussion will be held at the February Council meeting.
 - 1.3 – Rule 19 Practice Note – a draft for consultation is on the agenda for this meeting.
 - 1.3 – Expert witnesses – work on this project has not yet started.

Financial report

26. Annex B provides an update on the financial position at the end of September 2018.

Recommendations: to note the contents of the report.