

**Performance Review - Progress of 2009/10 Business Plan
Report to Council - Nov 2009**

C(30)09

Tasks from Business Plan	Milestone	Cost	Notes
Standards			
1. Develop a revalidation scheme			Consultant now engaged to carry out risk profiling research. Employer appraisal research project is nearing completion.
2. Complete the review of the competencies			The College & ABDO have now drafted the competencies. The work is now expected to be completed early in the new year.
3. Complete the review of the codes of conduct			On target. It is hoped that the new Codes of Conduct will come into force on 1st April 2010.
Education			
1. Consider the CET/revalidation process		N/A	Ongoing running of the CET scheme is on track with more than 85% of registrants on target to get required points by end of current cycle. Work currently underway as to how the CET scheme can be developed to fit with Revalidation until details of the Revalidation Scheme are established.
2. Undertake a strategic review of DO qualification framework, which ties in with the DO regulation review.			Project deferred until 2010/11
3. Develop a policy on Europe		N/A	On target; in research phase. Next milestone report to Education Committee in Feb 2010.
4. Ensure Independent Prescribing provision		N/A	On target. System for IP Registration and retention has been established & a portfolio developed. First IP Otons (approx 35) took their final qualifying exam on 3 November 2009 and will be registered from 1st December 2009. QA of training and assessment will continue within education visit schedule.
5. Annual Monitoring Scheme and Stakeholder Engagement in Accreditation Process		N/A	On target. Next milestone not until 01/10/09
Registration			
1. Introduce an online retention process			Council considered a discussion paper at its seminar in October setting out the business case for online retention. Council asked for more information on project costs. Improvements to the existing paper-based retention process for 2010/11 retention are underway.
2. Registration fees/differential payments			Consultation closed 9 October. Paper prepared for November Council meeting in consultation with Registration Committee, setting out issues and options for the registration fee schedule.
3. The effective implementation of the Vetting and Barring scheme			All regulators are still awaiting agreement on MOU with ISA.
4. Undertake a review of content of and access to the Register			Final consultation event held in Edinburgh on 27 October. Consultation event summary document drafted, with areas of further work identified.

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5. The effective handling of the end of the second cycle for CET			Required software installation and training completed and testing due to be completed in November. Adjustments in line with move from online retention to an improved paper process for 2010/11.
6. Analyse and report on equality and diversity monitoring			Summary data based on full 2009/10 retention included in 2008/9 GOC Annual Report. Student data received and analysed, to be followed by analysis of FTP data and reporting on next steps.
7. Review timetable for student registration			Project deferred until 2010/11
8. Consider a written policy and GOC guidance on the position of persons applying to join Register with a disability			Project deferred until 2010/11
9. Undertake a review of body corporate/ protected title issues			Legal advice received and reviewed. Project plan to be reviewed and revised in light of anticipated further work next year.
Fitness to Practise			
1. Review policy on criminal prosecutions			Project deferred until 2010/11
2. Review approach to allegations of poor clinical practice			Project deferred until 2010/11
3. Introduce scrutiny function			Tasks 1 and 2 are underway but not yet complete, partly due to delay in provision of information. The Director has obtained information from the GCC and the HPC and is due to meet with the GMC in November to obtain further information about the audit mechanism in place there (CHRE commended the GCC and GMC's implementation of audit/scrutiny mechanisms in their 2008 performance review). The Director is currently awaiting confirmation that other regulators do not have audit mechanisms currently in place. Tasks 3 and 4 which were due to be completed by the end of November will need to be deferred until December/January 2010 pending completion of Task 2. There are no costs implications arising from the slight delay.
4. Adoption of electronic case management system			Currently on target to complete Tasks 1 and 2 on the Project Tasklist by the end of November. Systems in operation/under development at the NMC, RPSGB and HPC have been reviewed. It has not been possible to see a complete demonstration of the NMC's new system, as its implementation has been delayed. No review has been undertaken of the GMC system given its complexity and expense (and on CHRE's recommendation). It has been assumed that the smaller healthcare regulators do not have electronic case management systems in operation (we are currently awaiting confirmation of this).
5. Improve registrants' understanding of FTP system			Project deferred until 2010/11

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6. Public awareness of FTP system (see also Influence)			Consideration of project deferred until 2010/11
7. Improve witness and complainant support			Project deferred until 2010/11. However, Communications Team have developed a 'How to complain' leaflet.
8. Establish FTP policy group			Consideration of project deferred until 2010/11
9. Appoint/reappoint hearings panel			Project deferred until 2010/11
10. Development of FTP annual report		N/A	Tasks 1-3 are underway and some information has already been obtained relating to other regulators' annual reports. Task 4 (due to be completed by the end of November) may have to be slightly delayed due to pressure of other work. No costs implications will arise from any delay.
11. Service standards/KPIs		N/A	Tasks 1-6 in the Project Tasklist have been superseded by the proposal put to Council in September 2009 of 2 new KPIs for the FTP processes operated by the FTP team. Work will now be taken forwards to implement mechanisms to monitor performance against the KPIs (Task 7 – completion due date end February 2010).
Resources			
Finance			
1. Review budget planning framework and financial reporting arrangements		N/A	Project plan - work in progress
2. Develop investments policy		N/A	Project complete
3. Tighten up internal controls		N/A	Project plan complete and available on the intranet. Project recommendations will go to January 2010 FMG Meeting
IT and facilities			
1. Modernise IT infrastructure and develop IT strategy			Systems Architecture review - commences November 2009, review of IT Modernisation complete by December 2009. Report to Council, February 2010.
2. Review accommodation requirements			Completed for 2009, review in 2010
3. Review Health and Safety requirements and ensure compliance with H&S legislation			Annual Health and Safety Check with Stallard Kane to take place on 20 November 2009.
HR			
1. Induction of new Council			Slight delay due to pressure of other business caused by in-house appointment of committee members.
2. Appointment/induction of new Chief Executive			Project complete

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3. Develop staff engagement/capacity for change			Ongoing
4. Job evaluation/competency framework			Project deferred until 2010/11
5. Pay/reward policy			Project deferred until 2010/11
6 Staff Engagement - through the implementation of cross-functional mandatory training and development policy		N/A	Ongoing
7. Review/develop appraisal mechanisms for Council/Committee members			On target for appraisals March/April 2010
8. Committee member appointments			On target and on budget
Governance			
1. Agree and implement organisational structures and strategic planning mechanisms for new Council/committees/executive			Complete
2. Ensure mechanisms are in place to manage performance and hold the executive to account			Complete
3. Committee member appointments			Moved to HR Directorate
4. Review and consult on GOC internal policies and processes necessary for effective and efficient working		N/A	This project is on track. A new project plan has been updated and is available to download from the GOC Intranet.
5. Agree KPIs and other information necessary to enable the GOC to quality assure its activities		N/A	Work is ongoing; KPIs have been agreed with some of the SMT.
6. Develop proposals for legislative change to support new Council structures			Complete
Equality and diversity			
7. Ensure implementation of the Equality & Diversity action plan			Complete
Influence			
1. Implement the stakeholder engagement strategy and ensure the GOC understands public and patient expectations when developing strategy/policy			See Annex attached
2. Raise public awareness of the GOC, particularly in relation to registration of opticians and how to complain			First phase of focus groups complete. Drafting patient leaflet on what it means to be registered/ how to check registration. Draft designs of 'GOC-registered logo' in progress. Then further testing. To date this year: exhibited two patient focused conferences, inc. CAB, launched two patient info leaflets inc 'How to complain about an optician'.

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3. Promote better understanding of standards and guidance			Consultation event and registrant poll complete. New Codes to be approved at November Council. Design and print of new Codes to commence thereafter, with distributed planned to all registrants in Jan/ Feb 2010. New Codes will also be published online.
4. Develop a public affairs strategy, incorporating a four-country approach			Project deferred until 2010/11
5. Explore opportunities for joint working on eye health issues			See Annex 1 attached.
6. Agree a coordinated policy on Europe (see also Education)			Work continuing in Education Department
7. Develop publications to explore opportunities for interactive and electronic communications and improve cost-effectiveness			See Annex 1 attached. Electronic Annual Report launched 21 Sep: 1,062 visits since it launched.

LEGEND

Milestones		Costs	
	Missed milestone putting project significantly at risk		+/-£5k or over 5% (w hichever is greater)
	Missed milestone w hich is mitigated so project success is not affected		+/-£2k or 2-5% (w hichever is greater)
	All on target		All on target or less than +/-£2k or 2%