

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

C(19)09

| Tasks from Business Plan | Milestone | Cost | Notes |
|---|------------------|-------------|---|
| Standards | | | |
| 1. Develop a revalidation scheme | | | No consultant appointed as yet to carry out risk work. However, it's hoped an appointment, who has indicated they can bring the project in on time, can be confirmed shortly. |
| 2. Complete the review of the competencies | | | The College & ABDO Working Group, which is drafting detailed competencies has underestimated the amount of time required to do the work and it has over-run. The work is now expected to be completed early in the new year. |
| 3. Complete the review of the codes of conduct | | | On target. |
| Education | | | |
| 1. Consider the CET/revalidation process | | N/A | Ongoing running of the CET scheme is on track. No further action required on consideration of how the CET scheme will 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 |
| 4. Ensure Independent Prescribing provision | | N/A | On target. |
| 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 | | | We are still engaging with the supplier to agree a project plan (inc timelines and budget) that meets our specifications. Annex 1 will follow after the Registration Committee and Project Board have met on 17 & 18 September respectively. |
| 2. Registration fees/differential payments | | | Consultation document published on 17 July, closes 9 October. See associated update/issues report. See Annex 2 . |
| 3. The effective implementation of the Vetting and Barring scheme | | | Memorandum of understanding between regulators and the ISA currently being developed. This will be reviewed by GOC staff, and will be in place by October. Requirement for capture of scheme numbers notified to online retention project. |
| 4. Undertake a review of content of and access to the Register | | | Consultation events planned for September and October. Facilitator engaged, publicity underway, venues booked, planning and preparation ongoing. |

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| 5. The effective handling of the end of the second cycle for CET | | | Some delays in the implementation of database changes and software installation and testing due to the adjustments made to the online retention project scope. |
| 6. Analyse and report on equality and diversity monitoring | | | Summary data based on full 2009/10 retention included in 2008/9 GOC Annual Report. Data from student retention currently being processed. |
| 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 | | | Instructions for legal advice on corporate registration and protected titles drafted. Consideration now being given as to which solicitors to instruct. |
| 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 | | N/A | On target |
| 4. Adoption of electronic case management system | | N/A | On target |
| 5. Improve registrants' understanding of FTP system | | | Project deferred until 2010/11 |
| 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 2 & 3 initiated; expects to have completed all 3 tasks by 30 October. |
| 11. Service standards/KPIs | | N/A | On target |
| Resources | | | |
| Finance | | | |
| 1. Review budget planning framework and financial reporting arrangements | N/A | N/A | Project begins in November 2009 |
| 2. Develop investments policy | | N/A | Project complete |
| 3. Tighten up internal controls | | N/A | On target |

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| IT and facilities | | | |
| 1. Modernise IT infrastructure and develop IT strategy | | | On target and continuing |
| 2. Review accommodation requirements | | | Completed for 2009, review in 2010 |
| 3. Review Health and Safety requirements and ensure compliance with H&S legislation | | | Main risks addressed, this is an ongoing project with additional resources allocated for the next budget (e.g. Replacement lift). |
| HR | | | |
| 1. Induction of new Council | | | Planning process underway. |
| 2. Appointment/induction of new Chief Executive | | | Project complete |
| 3. Develop staff engagement/capacity for change | | | Ahead of schedule |
| 4. Job evaluation/competency framework | | | Project deferred until 2010/11 - budget to be reviewed at next financial period. £15k saved this year. |
| 5. Pay/reward policy | | N/A | New Pay Policy will coincide with Job Evaluation next year (see above). Normalisation has been completed this year. |
| 6 Staff Engagement - through the implementation of cross-functional mandatory training and development policy | | | Cross Departmental training has been completed in two main areas; registration and the Main Office. Further training will be identified in coming months. |
| 7. Review/develop appraisal mechanisms for Council/Committee members | | | Review to take place in the autumn of this year, implementation by end of March 2010. |
| 8. Committee member appointments | | | On target |
| 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 | On target |
| 5. Agree KPIs and other information necessary to enable the GOC to quality assure its activities | | N/A | On target |
| 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 |

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| Influence | | | |
| 1. Implement the stakeholder engagement strategy and ensure the GOC understands public and patient expectations when developing strategy/policy | | | See Annex 3 |
| 2. Raise public awareness of the GOC, particularly in relation to registration of opticians and how to complain | | | 1st research phase completed, draft design phase will continue into November. Two patient information leaflets launched: How to complain about an optician and About us. Both launched at the Citizens Advice Bureaux Conference. |
| 3. Promote better understanding of standards and guidance | | | Consultation event and registrant poll happened. Approved in September (SC) and November (C). Creation of new Codes implemented from April. Delivery dependent on standards project on the review of competencies. |
| 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 3 |
| 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 3 . Annual Report expected to be published w/c 21/09/09 |

LEGEND

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