

COUNCIL

Actions arising from public Council meetings

Meeting: 14 November 2018

Status: for noting

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Purpose

1. This paper provides Council with progress made on actions from the last public meeting along with any other actions which are outstanding from previous meetings.
2. The paper is broken down into 3 parts: (1) action points relating to the last two meetings, (2) action points from previous meetings which remain outstanding, and (3) action points previously outstanding but now completed. Once actions are complete and have been reported to Council they will be removed from the list.

Part 1A: Action points from the Council meetings held on 12 September 2018

Ref	by	Action	Deadline	Notes
18(18) 12/09/18 (8771)	SS	Education strategic review: Standards for Education Providers: i. ensure engagement extends sufficiently into the devolved nations;		COMPLETED: the comments were taken into account in revising the standards and learning outcomes prior to the public consultation. The revised standards and learning outcomes were circulated to the Council champions and expert advisory group prior to launching the public consultation.
(8771)	SS	ii. re-word Standard 2.2;		
(8771)	SS	iii. ensure reference to 'learning environments' and 'supervisors/ supervision' equally applies to teaching and in practice;		
(8771)	SS	v. remove 'fully' from 'qualified';		
(8772)	SS	v. Learning Outcomes: ensure all the learning outcomes are sufficiently aligned, for example optometrists also undertook contact lens and dispensing; and	End Oct 18	
(8774)	SS	vi. Prior to consultation: ensure the amendments to the standards and learning outcomes as requested by the Expert Advisory Group and Council are undertaken and then shared with the Council champions and the Expert Advisory Group (via email) for final comments.		

Ref	by	Action	Deadline	Notes
19(18) 12/09/18 (8776)	MW	Financial Performance reports: future reports to provide assurance to Council of work being undertaken to communicate budgets with employees.		COMPLETED: reports are being shared and discussed with the Leadership Team for cascading throughout the organisation.
20(18) 12/09/18 (8780)	LL / KW / DR	Q1 Performance Report: i. FTP: actively pursue secondary legislation as a priority to amend the cap on the number of Hearing Panel members permitted;		IN PROGRESS: change continues to be sought.
(8780)	KW	ii. FTP: do more to share learning from FTP cases, particularly in relation to prevention;	Q2 2019/20	IN PROGRESS: The Education, Standards and FTP Teams have had an initial discussion about how to improve the way we deal with learning from FTP cases. Work is ongoing.
(8780)	KW & NH	iii. FTP & Business Standards: once the standards are agreed share complaints data themes and patterns on a regular basis	Q2 2019/20	NOT YET DUE: this has been noted and will be implemented once the Standards have been agreed circa Summer 2019.
(8781)	MW	iv. HR: future reports to include a trajectory for staffing in the future, taking into account those on interim and short term contracts		COMPLETED: headcount reports including forecast now part of quarterly reporting.
21(18) 12/09/18 (8780)	MW	Annual report & accounts for year ended 31 March 2018: i. correct the spelling of the external auditors name on the letters of representation; and		COMPLETED: this was corrected and the letters were signed on 12 September 2018
(8780)	MW	ii. make requested amendments to the annual report prior to signing.		COMPLETED: amendments were made and the report was signed by the Chair of Council on 12 September 2018.

Part 1B: Action points from the Council meeting held on 11 July 2018

Ref	by	Action	Deadline	Notes
12(18) 11/07/18 (8747)	SG & YG	Interim Chief Executive and Registrar's report – additional information requested of registrants on diversity and education: all registrants be provided with assurances on why the additional information had been requested as part of retention (para 13 of the paper) and what it would be used for.	Q2 2018/19	COMPLETED: reasons were set out in email correspondence with registrants, in FAQs on website and in discussions with main professional bodies.
13(18) 11/07/18 (8750)	KW	FTP Acceptance criteria – annual audit of FTP complaints: audit to also include complaints which had not be taken forward in accordance with the acceptance criteria, the outcome of which would be reviewed by ARC.		COMPLETED: we have noted that the 2018/19 audit needs to include these complaints. The report is expected by the end of August 2019.
14(18) 11/07/18 (8753)	KW & OCCS	OCCS annual report: OCCS to share information in relation to whether complainants were satisfied with the outcome of their complaint.	Q2 2018/19	IN PROGRESS: We are following the up with the OCCS and will provide an update once received.
15(18) 11/07/18 (8754)	AB/ MB/ SG	Safe contact lens use project update: i. More clearly disseminate to registrants that the campaign was not an alternative to prosecution, but a more creative regulatory intervention in tackling the risk to patients and that it had always been the GOC's intention to have a facilitating role in effecting behavioural change; and ii. develop an evaluation framework prior to the conclusion of year three of the campaign to enable Council to evaluate whether it had met its objectives	Q4 2018/19	NOT YET DUE: this will be built into the communications plans for the next Love Your Lenses' campaign scheduled for March 2019.
11/07/18 (8754)	AB/ MB/ SG		Q4 2018/19	NOT YET DUE: development of an evaluation framework is planned for Q1 2019/20

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16(18) 11/07/18 (8757)	NE/LH	Council's standing orders: rethink 3.14 (abstention only permitted due to conflict of interest) and amend 6.1 from 'certain' instead of 'relevant'.	Aug 2018	COMPLETED: these were amended, signed off by the Council Chair and published on the GOC website on 30 August 2018.
17(18) 11/07/18 (8760)	MW	Any other business – DBS checks: obtain clarity on whose responsibility it is to ensure that businesses (and their staff) and particularly those working in domiciliary settings were Disclosure and Barring Service (DBS) checked.	Nov 2018 Council & Reg'n co. Dec 2018	COMPLETED: the GOC has no responsibility in this area, but there are steps we could take to encourage registrants to be checked which we are actively exploring.

Part 2: Action points from previous meetings which remain outstanding

Ref	by	Action	Deadline	Notes
05(18) 09/05/18 (8721)	SS	Education Strategic Review (ESR) consultation analysis and next steps: present a combined plan for our future work on ESR/CET/Education QA	February Council	IN PROGRESS: updates on activity and next steps are in the Chief Executive and Registrar's report (C40(18)).
20(17) 15/11/17 (8673)	AB/NH	Vision and safe driving: explore a joint initiative between the GOC, DVLA and other relevant optical bodies to raise the consciousness of the public protection issues in this area.	Q4 2018/19	NOT YET DUE: we will be consulting on draft guidance on vision and driving in Q4 2018/19 and will use this as an opportunity to raise awareness of the relevant public protection issues.
21(17) 15/11/17 (8674)	AB/AJ	Public Perceptions research: question more creatively presumptions that more automation and artificial intelligence would equate to less human interaction, to ensure patients understand the impact of technological change on the role of registrants.	2019/20	NOT YET DUE: this will be considered in developing the scope of our next public perceptions survey.
15(17) 15/11/17 (8666)	SS	Education strategic review: consider arrangements which might be needed post Brexit	Q4 2018/19	IN PROGRESS: we continue to monitor the likely implications of Brexit and consider any impacts following the consultation.

Ref	by	Action	Deadline	Notes
08(17) 26/07/17 (8636)	SS	Education strategic review: engage with other members such as the Investigation committee, Education visitor panel and the hearing panellists in order to further broaden the input of views.	Q3 2018/19	IN PROGRESS: we engage with a range of internal as well as external stakeholders during the consultation on the draft education standards and learning outcomes
14(16) 26/07/16 (8484)	PM	Accreditation and quality assurance framework for education: Companies committee to receive the new Framework (from ESR) during the consultation.	Q2 / Q3 18/19	NOT YET DUE: We will review the accreditation and quality assurance framework in revising the related ESR Education Standards Evaluation Framework

Part 3: Action points previously outstanding but now completed

Ref	by	Action	Deadline	Notes
08(18) 09/05/18 (8730)	LD & KW	Performance report Q4 re FTP glide paths: send the revised glide path to Council ensuring it includes performance against the FTP recovery plan in addition to actual performance.	18 May 2018	COMPLETED: the Glide path was presented to Council in the Q1 Performance Report in September 2018.
26(16) 16/11/16 (8537)	KW & NH	2016 registrant survey results: share more learning with registrants on FTP issues and outcomes to enable them to feel more confident in raising concerns.	Q3 18/19	COMPLETED: the business standards work is ongoing. Resources allowing from Q4 it is the intention for FTP staff to undertake external events with registrants, delivering presentations about FTP, raising concerns etc. An article was written for Optometry Today about FTP (myth-busting)
24(17) 15/11/17 (8679)	KG	Registration Fees Rules: undertake work to look at whether education providers should be charged for accreditation	2018/19	COMPLETED: this is not possible within the current legislative framework.

Ref	by	Action	Deadline	Notes
15(17) 15/11/17 (8666)	SS	Education Strategic Review (ESR): give further thought to how additional qualifications fit in with the review	Q3 2018/19	COMPLETED: we have taken this into account in taking forward the development of standards for education providers and of learning outcomes.
04(18) 09/05/18 (8718) & 11/07/18 (8744)	AB & SG	Chief Executive & Registrar's report: (Consultation Plan): present a detailed annual calendar which included all the various communications with registrants (including students)	Nov 2018 Council & Reg'n co. Dec 2018	COMPLETED: email sent to Council and Registration Committee week commencing 5 November.