

GENERAL OPTICAL COUNCIL
Performance Management Report 2007/8

A. TRAINING AND EDUCATION

ITEM	ACTION	WHO	WHEN	PROGRESS
CET Mandatory Scheme	Work with Vantage Technology to manage and maintain the scheme	Deputy Registrar & Director of Corporate Resources/Vantage	Ongoing	<ol style="list-style-type: none">1. Software introduced for second scheme2. Meeting held to analyse issues at end of first scheme3. Council has now agreed approach to establish contract from 1st July 2010
CET Rules from Jan 07 to Dec 09	Introduce amendment rules after 01.01.07	Registrar/Deputy Registrar	2007	<ol style="list-style-type: none">1. Rules signed by Privy Council November 2006.2. New software incorporates new Rules.3. Rules changes now being prepared to include requirements for Independent Prescribing of medicines.
Visits	Manage the Visits programme with all universities/colleges	Assistant Director of Education/Visitors	2007/8	Programme arranged for entire year and underway.
CET Audit Group	Continuation/participation of this Group's activities	Director of Education/Members	2007	<ol style="list-style-type: none">1. Regular meetings held.2. CET Guidance updated and revised now called Principles and Requirements
Workforce Model	Update of data input to model	Director of Corporate Resources/Data Entry Clerk	2007	Model updated with available information. Paper to be prepared on future of model.

Core Competencies Review	Establish synergy across the UK competencies and reflect the WCO and ECOO competencies	Director of Education/Standards	2007/8	<p>GOC Policy Statement on Bologna agreed June 06. Project renamed 'Movement of professionals across boundaries'. Work progressing to take enable the GOC to act accordingly after the directive comes into force Oct 2007.</p> <p>Standards Committee considered the consultation responses on the competency framework in January 2007. The College and ABDO have been invited to work to terms of reference set by GOC and prepare revised competencies in this framework for GOC to consider. This work will continue throughout 2008, with revised competencies being brought to Council in March 2009 to approve for consultation.</p>
Entry Standards for Dispensing Opticians	Review the success of Training establishments in the new curricula etc	Director of Education/Members	2007/8	All training establishments and examining body visited. Visitors to satisfy themselves that the new arrangements reflect the requirements.
New Scheme for Regulation of Optometrists	Review the new scheme for pre-registration training and assessment	Director of Education/Members	2007/8	<ol style="list-style-type: none"> 1. First Pre reg period completed and visited 2. First Final assessment undertaken and visited. 3. Outcome of final assessments in June 2007 reviewed to reflect on success of new scheme.
Overseas Qualifications Sub-Committee	Consider the impact on the GOC systems of the European Directive on the Recognition of Professional Qualifications.	Director of Education/Advisers/Members	2007/8	<p>Discussions with Dos on a scheme for non EEA qualified dispensing opticians.</p> <p>Discussions with College of Optometrists on revision of scheme for non EEA qualified optometrists.</p> <p>Committee membership under review. Prof Tomlinson elected as Chairman.</p> <p>Registration Rules changed by Department of Health to introduce "temporary registration"</p>

Audit of ECOO Diploma	Visit and audit the agreed Diploma process and assessments	Registrar/Director of Education/Members	2007/8	Education committee visited examinations in June 2007 First diplomats ?????
Independent Prescribing	Respond to the Department of Health recommendation on the nature of independent prescribing of medicines by optometrists	<ul style="list-style-type: none"> Rules changes to be made at July 3rd 2008 meeting. Handbook for Independent Prescribing to be agreed by Council July 3rd 2008 Scheme for Independent Therapeutic Prescribing Assessment to be agreed by Council 2008/9 	2007/8	Department of Health will introduce changes to the Medicine acts etc in Spring 2008 and the GOC will consult upon and then "make" revised rules for Registration and CET at the Council meeting 3rd July 2008.
Committee Projects	Other new initiatives agreed by Education Committee for 07/08:	<ul style="list-style-type: none"> PQE 1; Students who fail to achieve 2:2 degree Monitoring training Institutions & Qualifying Examinations 	2007/8	Council has agreed an alternative to PQE1.

B. TRUST, ASSURANCE AND SAFETY

ITEM	ACTION	WHO	WHEN	PROGRESS
White Paper projects	Projects established to respond to white Paper requirements	<p>Director of Standards identified as Project Director.</p> <p>Project Board agreed by Council in March 2007, membership revised at council in November 2007.</p>	2007/8/9	Workstreams and Project Board have been meeting to progress work which has informed liaison with the Department of Health on draft legislation to introduce reforms.

C. FTP and LEGAL SERVICES

ITEM	ACTION	WHO	WHEN	PROGRESS
Investigations	Management of the investigations process including document disclosure, statement taking, registrant assessment, liaison with legal advisers, hearings preparation	Director of Legal Services and Fitness to Practise	2007/8	Appointment of Nirupar Uddin as Investigations Manager. Appointment of full-time legal/admin assistant and PA to Director. Witness statements prepared in-house where possible.
Prosecutions	To liaise with professional bodies to secure amendments to guidance in accordance with legal advice received by Council. To manage and prepare new and ongoing cases	Director of Standards Director of Legal Services and FTP		Expert legal and clinical advice has been received. Professional bodies have reviewed their guidance for their members, which has been noted by the Standards Committee and by Council at its November meeting. One ongoing criminal case. Further legal advice being sought in relation to case-specific matters.
Fitness to Practise	In house management of the investigations process of allegations made against registrants and referral to the Investigations Committee for consideration.	Director of Legal Services and FTP	2007/8	Considering issues raised by the White Paper
	Management of the Council's external legal advisors where decisions to refer to the FTP panel are reached, and preparation for the hearing process.	Director of Legal Services and FTP	2007/8	Director has reviewed with the external legal advisers issues about preparation for hearings.
	Management of the Registration Appeals and restorations on behalf of the Council.	Director of Legal Services and FTP	2007/8	Registration appeal heard in May; restoration application in November.
Fitness to Practise	Proactive briefings to registrants of the FTP function.	Director of Legal Services and FTP	2007/8	Director agreeing approach with colleagues at representative bodies.

	Investigation and referral, in accordance with agreed protocol, on decisions to proceed with criminal prosecutions.	Director of Legal Services and FTP	2007/8	May meeting of Investigations Committee advised on action required. One prosecution commenced and ongoing subsequently.
	Recording and Responding to Freedom of Information requests.	Directors of Legal Services/FTP and Resources	2007/8	Legal advice sought and used for response to requests. Training sessions arranged for officers.
	The implication on Council's fitness to practice processes of legislative changes.	Director of Legal Services and FTP	2007/8	Awaiting timetable for changes. Draft documentation from Departments of Health responded to and requisite changes to Act and Rules being prepared.
Hearings	A schedule of Hearing dates for 2007/8 which will consist of one week per month (excluding August & December)	Hearings Manager	2007/8	FTP panel informed and hearings arranged. Additional hearings dates agreed for Autumn 2007 and Spring 2008 to hear Interim Orders.
	Budgetary control of FTP Panel members' fees and expenses for attending hearings.	Hearings Manager/Registrar	2007/8	Letters sent giving advice
	FTP Panel member training and appraisals.	Hearings Manager	2007/8	Sessions undertaken November 2007. Session arranged for April 21 st 2008
	Management of legal / clinical advisors to the panel, and transcription services.	Hearings Manager/Registrar	2007/8	Legal advisers invited to FTP training days.
	Notification of determinations for publication on Council website.	Hearings Manager	2007/8	System begun. Meeting held May 2007 to discuss with CHRE fast response of comments. CHRE contributed to November training days.

D. STANDARDS

ITEM	ACTION	WHO	WHEN	PROGRESS
Standards	Preparatory work towards a revalidation scheme	Director of Standards/Advisers/ Members	2007/8	The Revalidation Workstream is looking to build on the earlier work in-line with work a national level through the Non-Medical Revalidation Working Group established by Government. An emerging findings report from the latter is awaited.
	Contact lens issues	Director of Standards/Advisers/ Members	2007/8	A draft impact assessment has been prepared on the issue of contact lens substitution, and sent to DH. DH have agreed to address this issue in a Section 60 Order in the Summer 2008. Standards Committee will tender for research to be carried out to explore any linkage between adverse events due to contact lens wear and the mode of supply in the Summer of 2008.
	Sale of optical appliances	Director of Standards/Advisers/ Members	2007/8	The Sale of Optical Appliances Working Group has identified issues to be addressed in a revised Sale of Optical Appliances Order. These have been forwarded to DH. GOC is seeking a meeting with DH to discuss how to take this work forward.
	Rules on registration of specialties.	Director of Standards/Resources	2007/8	To arrange for Rules to be revised to allow for registration of Independent prescribing. Council will make rules on 3 rd July 2008.
	Development of new framework for therapeutic prescribing competencies	Directors of Education and Standards/Advisers/ Members	2007/8	Therapeutics Working Group has reviewed the existing prescribing competencies, and found that they remained fit for purpose. Work is now progressing to develop Handbooks for course approval. Council to approve handbook at 3 rd July 2008 meeting.
	Euro benchmarking	Director of Standards	2007/8	Response to consultation on Qualifications Directive sent in August 2008.
	Behavioural optometry.	Director of Standards	2007/8	College considering whether guidance should be issued in this area.
	Code Review	Director of Standards/Members	2007/8	Working Group established by Standards Committee to review the Codes, to meet in April 2009. Council can expect to approve proposals for changes for consultation in November 2008.

E. BUSINESS SERVICES

ITEM	ACTION	WHO	WHEN	PROGRESS
Business Services	Management, control and reporting of all income and expenditure.	Director of Resources	2007/8	Report prepared for November 2007 F&P Committee and recommendations to November Council meeting.
	Management of all office services contracts, including office premises and equipment.	Director of Resources	2007/8	Implementation of agreed tasks for 2007/8
	Management of risk, including insurances.	Director of Resources	2007/8	Training day arranged for Audit committee members November 2007. Papers considered at F&P and Audit Committee
	HR Resource management including: <ul style="list-style-type: none"> • Recruitment & training budgetary control • Revision of Staff Handbook • Monitoring the Hearings Panel membership to ensure sufficient representation for all substantive hearings • General review of staffing levels to meet future requirements. 	Assistant Director of Education/HR Director of Resources Registrar	2007/8	Recruitment costs higher than budgeted for in 2007. Staff handbook revised and accepted at November/February Remuneration Committees. Panel membership reviewed and sufficient to ensure sufficient representation, provided quorum at procedural hearings is three. Remuneration Committee and Council accepted recommendations in November 2007. Further recommendations accepted at February 2008 Remuneration and F&P meetings. All recommendations reflected in draft budget for 2008/9 to be considered by Council in March 2008. Awaiting early outcomes of White Paper workstreams and Department of Health timetable for legislative change to structure further recommendations
	Contract management of the CET programme with Vantage Technologies Ltd.	Director of Resources	2007/8	First meetings of new cycle held. November Council 2007 accepted an approach to action required in 2008/9

Business Services	Management of the provider of the consumer complaints mediation service.	Director of Resources	2007/8	Tender process undertaken and recommendation accepted at November 2007 Council meeting..
	Facilities – analysis of future office space requirements and options.	Director of Resources	2007/8	Awaiting early outcomes of White Paper workstreams and Department of Health timetable for legislative change. Short term changes undertaken to ensure appropriate working space. Project established to prepare recommendations to Council. Project outline to be considered by Council 3 rd July 2008. Recommendations to be made to Council November 2008.

F. ADJUDICATION SYSTEM

ITEM	ACTION	WHO	WHEN	PROGRESS
FTP Hearings	Response to CHRE comment on process etc	Director of Corporate Resources/ Hearings Manager	2007/8	<ol style="list-style-type: none"> 1. Training seminar for FTP members Nov 07 and April 2008. 2. Panel members Handbook revised and section on indicative “conditions” guidance issued to all FTP Panel May 2007 3. Stage 1 panel members’ appraisal scheme introduced 01/01/07 undertaken. Analysis of appraisals undertaken and training requirements being reflected in April 2008 session and summer session for potential Chairmen and legal advisers.

G. REGISTRATION

ITEM	ACTION	WHO	WHEN	PROGRESS
Renewal Process	Management of annual renewal process for both 'full' registrants (Jan-April) and student registrants (September)	Director of Corporate Resources/ Registration and IT Manager/Head of Communications	2007/8	Fees for 2008/9 agreed at November 2007 council meeting. 2008 retention process commenced earlier to encourage all registrants to have renewed their registration by 15 th March. Retention communications plan developed and being implemented.
	Monitoring of self-declarations of criminal convictions, health, and professional insurance	Registrar/Director of Corporate Resources	2007/8	
Registration Committee	Establishment of guidelines for registration following implementation of Protecting Vulnerable People Acts	Registrar/Director of Corporate Resources/Members	2007/8	Meetings held with Bichard Team May and October 2007. Guidelines confirmed at April 2007 Registration Committee. Rules etc to be reviewed when Central Team implementation guidance finalised. Responses made to various consultation approaches.
Registration	Scrutiny of all registration and retention forms for criminal, health and investigation declarations, and PI insurance for Registrar's determination.	Registrar	2007/8	Under constant review. PI insurance information checked with the insurance providers. Successful lobby of ministers to have included in registration requirements of EU applicants for registration.

	Participation in student road shows in September 2007 to finalise new student registrations.	Director of Corporate Resources/Head of Communications	2007/8	Completed
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H. COMMUNICATIONS

ITEM	ACTION	WHO	WHEN	PROGRESS
Communications strategy	Development and implementation of a strategy to support the Council's mission and objectives through effective internal and external communications	Head of Communications	2007/8	Communications strategy 2007/8 approved by Council March 2007. Stakeholder engagement strategy approved by Council November 2007.
Bulletin	Publication of the GOC Bulletin to relevant stakeholders three times a year.	Head of Communications	2007/8	Issue 8 published June 2007. Issue 9 published Dec 2007. Issue 10 published February 2008.
Annual Report	Preparation and publication of the Annual Report.	Head of Communications	2007/8	Published Aug 2007.
Website	Redesign and development of the GOC website and intranet.	Head of Communications	2007/8	New website launched October 2007. Intranet strategy discussed at F&P February 2008.
Discrete communication plans	Development of discrete communications plans support key areas of work.	Head of Communications	2007/8	Retention, student registration/retention and CET communications plans agreed and being delivered. White paper workstream communications plans being developed.
Media & Parliamentary Monitoring	Monitoring and distribution of relevant items.	Head of Communications	2007/8	Weekly news digest and public affairs briefings published to staff and members.
Events	Attendance at optical events and university	Head of Communications	2007/8	Attended Optrafair April 2007, BCLA

	student road shows and other relevant events.			May/Jun 2007. Student roadshows undertaken Sept/Oct 2007.
White Paper	Management of project communications/ stakeholder engagement Development of a stakeholder engagement strategy to support new governance structures and meet statutory requirements	Head of Communications/ Director of Standards/Registrar	2007/8	Framework for communications planning agreed by Project Board in October. Stakeholder engagement strategy agreed by Council November 2007.
Equality and Diversity Scheme	Publication of Scheme as required by legislation	Head of Communications	2007/8	Draft scheme consulted on Sept/Oct 2007. November 2007 Council approved amended Scheme and Action plan. Training for all staff undertaken November 2007.
Public/consumer awareness project	To propose and implement a project to raise public awareness of registration and other eye health issues.	Head of Communications	2007/8	Plans presented to F&P Committee February 2007. Working group being set up to take suggestions forward.

I. IT Services

ITEM	ACTION	WHO	WHEN	PROGRESS
Online Registration	Evaluation of an online registration and payment facility for registrants.	Director of Corporate Resources	2007/8	Recommendations to be discussed by council November 2008.
Usability of the registers	Improvements to the web register search facilities for the public and professions to check status of registrants and corporate bodies.	Head of Communications/Director of Corporate Resources/Registration & IT Manager	2007/8	Improvements to website search options and new guide to using the register completed March 2007. Further improvements delivered as part of website project.

Peter C Coe
Registrar
March 2008.