**GENERAL CHIROPRACTIC COUNCIL MEETING**

**OPEN AGENDA**

29 September 2016 at 11.45am

GCC, 44 Wicklow Street, King’s Cross

London WC1H 9HL

**Declarations of interest**: members are reminded that they are required to declare any direct or indirect pecuniary interest, or any non-pecuniary interest, in relation to any matters dealt with at this meeting. In accordance with Standing Orders, the Chair will rule on whether an interest is such as to prevent the member participating in the discussion or determination of the matter.

<table>
<thead>
<tr>
<th>Item</th>
<th>Action</th>
<th>Presenter</th>
<th>Paper</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Apologies and declarations of interest</td>
<td>to note</td>
<td>Chair</td>
<td>11.45</td>
</tr>
<tr>
<td>2.</td>
<td>Draft minutes of June 2016 Council meeting and any matters arising</td>
<td>to approve</td>
<td>Chair</td>
<td>1609/2</td>
</tr>
<tr>
<td>3.</td>
<td>Chair’s report</td>
<td>to note</td>
<td>Chair</td>
<td>11.55</td>
</tr>
<tr>
<td>b.</td>
<td>CER appointment</td>
<td></td>
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<tr>
<td>4.</td>
<td>Chief Executive’s report</td>
<td>to note</td>
<td>DCE</td>
<td>1609/4b</td>
</tr>
<tr>
<td>a.</td>
<td>Advertising</td>
<td></td>
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<tr>
<td>b.</td>
<td>Welsh Language Standards</td>
<td></td>
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<tr>
<td>c.</td>
<td>Test of Competence fees</td>
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<tr>
<td>d.</td>
<td>CQC and IR(ME)R regulations update</td>
<td></td>
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<tr>
<td>5.</td>
<td>Performance report</td>
<td></td>
<td>1609/5</td>
<td>12.25</td>
</tr>
</tbody>
</table>

**Lunch 12.45-13.30**

<table>
<thead>
<tr>
<th>Item</th>
<th>Action</th>
<th>Presenter</th>
<th>Paper</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Presentation from Cazenove</td>
<td>to note</td>
<td>Cazenove</td>
<td>13.30</td>
</tr>
<tr>
<td>7.</td>
<td>Review of Education Standards and Quality Assurance Processes</td>
<td>to note</td>
<td>EC Chair</td>
<td>1609/7</td>
</tr>
<tr>
<td>8.</td>
<td>Work plan</td>
<td>to agree</td>
<td>Chair</td>
<td>1609/8</td>
</tr>
<tr>
<td>b.</td>
<td>Council dates for 2017</td>
<td></td>
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<tr>
<td>9.</td>
<td>AOB</td>
<td></td>
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<td>14.40</td>
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**Date of next meeting**: 5 December
MINUTES OF THE MEETING OF THE GENERAL CHIROPRACTIC COUNCIL HELD ON 16 JUNE 2016
44 WICKLOW STREET, LONDON WC1X 9HL

OPEN SESSION

Present:
Roger Dunshea (Acting Chair of Council)
Sophia Adams Bhatti
Marie Cashley
Tom Greenway
Gareth Lloyd
Julie McKay
Grahame Pope
Liz Qua
Julia Sayers
Carl Stychin
Gay Swait
Phil Yalden

In attendance:
Penny Bance, Director of Education, Registration and Standards
Paul Ghuman, Deputy Chief Executive (Director Resources & Regulation)
Neil Johnson, Policy and Communications Manager
Amanda Greenlees, Executive PA
Jamie Button, Registrations Manager, in attendance for item C-1606/5

<table>
<thead>
<tr>
<th>C-1606/1</th>
<th>Apologies and declarations of interest</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>There were no apologies and no declarations of interest.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C-1606/2</th>
<th>Minutes of the meeting of 10 March 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The draft minutes of the meeting of 10 March 2016 were agreed as an accurate record of the meeting.</td>
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</table>

<table>
<thead>
<tr>
<th>C-1606/3</th>
<th>Chair’s report</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PSA/Department of Health update</td>
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<tr>
<td></td>
<td>A written update had previously been provided to Council on this item, informing Council that the GCC had met with both the Department of Health (DH) and the PSA following concerns about the GCC’s governance and performance. Further meetings were planned to discuss these matters but there had been good progress so far.</td>
</tr>
<tr>
<td></td>
<td>Update on joint meeting with Assn/RCC/GCC</td>
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<td></td>
<td>A written update had also been provided on this item and the meeting was reported as being informative and positive. The proposed Healthcare Bill and the meeting with the Ministers had been discussed, along with advertising and leadership development within the profession.</td>
</tr>
<tr>
<td>C-1606/4</td>
<td><strong>Chief Executive’s report</strong></td>
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<tr>
<td>In the absence of the Chief Executive (CE), the Deputy Chief Executive (DCE) provided this report.</td>
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**PSA/DH update**
The DCE confirmed that the PSA performance review was in progress and that responses to a number of their requests had been completed earlier in the week. The PSA had confirmed that there would be a targeted review of the GCC.

**Meeting with DEFRA**
The Director of Education, Registration and Standards said she had attended a meeting at DEFRA at which there was discussion about moving towards some form of regulation for animal chiropractors. Animal chiropractors were working with animal osteopaths and animal physiotherapists to explore the setting up of a musculoskeletal ‘Animal Council’. Work had begun on developing a set of Standards and the PSA accredited register framework would be used as a starting point. Associate membership of the Royal College of Veterinary Surgeons (RCVS) would be considered as a possible fall-back position. The GCC, while supportive of this work, would not be involved as the GCC does not regulate or recognise animal chiropractors.

**Recruitment of Chief Executive**
Council discussed the recruitment timetable for the new CE and the person specification for the role. The Acting Chair said the draft of the specification would be circulated to Council once completed. The post was due to be advertised the following week with short and long-listing in July and final interviews in August.

<table>
<thead>
<tr>
<th>C-1606/5</th>
<th><strong>Education Committee update</strong></th>
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<tbody>
<tr>
<td><strong>CPD and Assuring Continuing Fitness to Practise</strong></td>
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<tr>
<td>The Chair of the Education Committee introduced this item and provided an update in two parts - first, on the activities undertaken in relation to registrants completing CPD returns and secondly, an update on further and future development of the scheme to better assure continuing fitness to practise. He noted that there would be resource implications for carrying out developmental work.</td>
<td></td>
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</table>

In regards to a query about whether PRT was mandatory, the Director of Education, Registration and Standards said that making it mandatory would require legislative change in the form of a Section 60, as would the introduction of the new elements of the 3-year continuing fitness to practise scheme but that some of the new elements were being tested with volunteers to see how this might work.

**ToC – Year 1 Evaluation and External Examiner’s report**
The Chair of the Education Committee said that, as agreed, the new ToC had been evaluated now that it had been running for a year and the External Examiner’s report had been received by the Education Committee. Some items that had been highlighted in the report, specifically around the administrative process, had been addressed and the report confirmed that the new ToC had been effectively implemented and had met the GCC’s regulatory requirements.

The cost of the ToC was also discussed and the Chair of the Education Committee said that the GCC had struggled to break even; that expenditure had exceeded income in the first year due to set-up costs and the evaluation.
The Acting Chair said the Audit Committee agreed the ToC evaluation report was very thorough and reassuring and said that another report would be carried out in three years. The External Examiner’s report would be published on the GCC website.

Review of the Education Standards and Quality Assurance System
Pye Tait had been commissioned to carry out work to produce the Education Standards (previously known as Degree Recognition Criteria). Following public consultation, the draft standards would be prepared and brought to the Education Committee in September and thereafter to Council. Work has begun on developing new quality assurance policies and procedures.

Overseas recognition of degree qualifications
The Education Committee had received a request from BPP University requesting that the GCC recognise a Masters in Chiropractic course they planned to run at a college in Spain. The Chair of the Education Committee said that this request had been brought to Council for wider debate. Council discussed the proposal, noting that, despite not having received a request of this kind previously, the Chiropractic Act allows for this.

Council agreed that the Education Committee could receive and consider a submission from BPP University.

Financial Statement
The Deputy Chief Executive introduced the paper on the annual accounts for 2015, the letter of representation and the Audit Findings report. Council were asked to adopt the annual accounts for 2015 and approve the Letter of Representation.

Audit findings report
Adam Halsey was in attendance to present the report. Mr Halsey said that the accounts were largely in compliance but that there were some nuances compared to other organisations. He said Council had previously taken the view that the mandatory elements should be covered and that the front-end of the report would be less detailed. He said other regulators were putting more emphasis on the front-end of the report and that the GCC planned to follow suit, however, this would require some planning time.

He also spoke about Council members’ responsibility in submitting appropriate and fully compliant paperwork, as this had been raised as a control point concern.

Overall he said the year had gone well and he recommended the accounts for signing.

Annual accounts
The DCE introduced the GCC’s financial statements for 2015.

The main change for 2015 was the transition to a new accounting standard, FRS102. In transitioning, accounting adjustments had been made to holiday pay, pensions and deferred tax.

The main points from the Financial statements were:
- an increase in income of £116k, an increase of almost 5%
- a minor increase in expenditure of £8k
- further efficiency savings in respect of regulatory costs
- the GCC still had 17 months of reserves at the year-end

C-1606/7

**Performance report**

The DCE introduced the Performance Report for April 2016. He said that both income and expenditure were showing positive variances. There was a net positive income of £33k, made up of retention income of £19k and a registration income of £12k.

Year-to-date income on the investment portfolio was £52k, with a valuation of £4.2m at 30 April 2016. Retention fees were slightly higher at £19k than forecast and there was a positive variation on registration income of £12k.

In regards to expenditure, two long-term staff absentees and temporary cover for those posts had resulted in a spending of £21k over budget. The DCE said the lower number of annual hearings meant that the GCC had moved to ad hoc arrangements for accommodation, as previous arrangements were no longer viable. He reported that the grant funding from DH had reduced from £66k to £63k. He also said Council costs had been a little higher due to the extra meeting held in January. Other costs which would affect the budget were: work on the governance manual; legal advice and work on governance matters; the recruitment of a new chief executive and the recruitment of a new chair of Council.

**KPIs**

The DCE had already reported on staff absenteeism, confirming that the variance still existed. He also said the GCC were not hitting the target of listing 90% of PCC hearings within nine months of referral but were now at 80%, which was the highest level for some time.

**Professional Standards Authority dataset**

The DCE said that the GCC had provided a full listing of the PSA dataset for the last quarter report and that future quarter end reports would include the dataset.

**Business and Operational plan**

The DCE noted that Business Plan activities were progressing as planned, there were no matters of concern to date and that Council had agreed a number of activities relating to governance which had largely been completed.

**Annual FtP report and statistics**

The DCE first explained that advertising complaints would be dealt with separately from the report.

He said the percentage of cases where there was no sanction was higher for the GCC. This was because the threshold for taking cases to the Professional Conduct Committee was lower than that of other regulators, due to differing legislation between regulators.

The main points from the report were:

- The number of complaints had fallen in the last two years and the GCC had received 53 complaints in 2015
- The case load of Investigating Committee (IC) cases had increased by the year-end
- There were a much higher number of complaints against male chiropractors
than female chiropractors
- Over 90% of IC cases had been determined within 9 months
- The caseload of PCC cases had dropped from 23 at the start of the year to 10 at the end
- Two main areas of complaints were in relation to clinical care and relationships with patients (communication issues and sexual boundaries)

The Guidance notes were expected to contain much needed advice for chiropractors in order to avoid complaints stemming from issues around communication.

Council felt that the wording on the ‘number of working days for an Interim Suspension Hearing’ could have been clearer, to indicate that it referred not to the number of days the case took, but to the number of working days taken from the time the Chair of the IC received case information to the hearing date.

**Registrations report**

The Registrations Manager introduced the Registrations Report, noting that it was the third such report produced by the GCC. He said there had been a small but steady increase in the number of registrants and also an increase in chiropractors registering as non-practising, the latter now accounting for 10% of the total number of registered chiropractors. He said that in the majority of cases this was because those practitioners were working outside the UK. He also reported an increase in the number of females joining the profession. For the first time, the TOC results had also been included in the report.

**Audit Committee report**

The Chair of the Audit Committee said the Committee had a very good meeting with Adam Halsey of Haysmacintyre. One area highlighted at the meeting was around Council members’ expense claims being evidenced and submitted promptly and the Committee said this area would be addressed. The Committee agreed to recommend to Council that the Annual report for 2016 be prepared by April 2017. This was agreed by Council.

The Committee had agreed that, following discussion with the audit partner, the Financial statements be recommended for adoption.

The Chair said the FtP audit had been excellent, with no outstanding issues. He also noted that previous issues had been actioned. The Registration audit was also excellent, with no outstanding issues. The Committee said they had also considered a separate audit on advertising complaints and that Council would be kept informed on that matter.

The DCE proposed that Cazenove be present at the next Council meeting. Council agreed this change to the work plan.

**Governance manual**
Comments from the Governance training day had been submitted to haysmacintyre for consideration for inclusion in the Governance manual, which was expected to be finalised in the next few weeks. Council would look at the Governance manual on the next Council seminar day in September.

The Committee had also discussed contingency plans and succession planning and had looked at the UK Corporate Governance Code.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk register</td>
<td>The Chair of the Audit Committee said that ‘failure to uphold confidence in the GCC’ had been downgraded but that other items were stable.</td>
</tr>
<tr>
<td>C-1606/9</td>
<td><strong>Work plan</strong></td>
</tr>
<tr>
<td></td>
<td>Council discussed the work plan, noting that Cazenove would be invited to join the September meeting rather than the December 2016 meeting.</td>
</tr>
<tr>
<td>C-1606/10</td>
<td><strong>AOB</strong></td>
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<tr>
<td></td>
<td>There was no other business.</td>
</tr>
<tr>
<td><strong>Date of next meeting:</strong></td>
<td>29 September 2016</td>
</tr>
</tbody>
</table>
To: The GCC Council
From: Neil Johnson, Communication and Policy Manager
Subject: Welsh Language Standards
Date: 29th September 2016

Purpose

1. This paper updates Council on the Welsh Government’s (WG) plans to extend Welsh Language Standards to the GCC and other health regulators.

Introduction and Background

2. The WG’s Welsh Language Strategy seeks to double the number of people who speak the language from the current 500,000 to 1 million by 2050.

3. To support this, the Strategy sets out plans requiring services to be delivered in Welsh to enable Welsh speakers to be able to use the language in their day to day lives, and not to have to revert to English.

4. The main tool for this is the development of Welsh Language Standards, requiring organisations subject to the Standards to carry out specified activities in Welsh.

The Consultation

5. The WG is currently consulting on draft regulations containing 168 draft standards for the health sector. The regulations will apply to the GCC and other health regulators.

6. The consultation follows an earlier consultation in 2015, and contains a number of important changes to the earlier plans. Paramount amongst these is a relaxation of requirements for organisations that do not have premises or employ people in Wales.

7. However, the GCC’s response to the Consultation will outline concerns over the requirements for the GCC website – which could require significant re-development – and for producing Council Papers in Welsh. Both of these
requirements could, as well as incurring significant costs, represent a significant administrative burden to the GCC for little public or patient benefit.

**Timetable**

8. The Consultation closes on October 14th, and the draft regulations are expected to be approved by the Assembly just before Easter.

9. Once the Regulations are in force, the Welsh Language Commissioner will issue a draft compliance notice outlining which of the Standards – and by when – the GCC will be required to meet. The GCC will have a six week deadline to respond to the draft after which the final Compliance Notice will be served, giving a further six months to implement its requirements.

10. As a consequence, the GCC is unlikely to have to implement any of the Standards until the latter part of 2017.

**Other Regulators**

11. The GCC continues to work with the other health regulators to co-ordinate our responses to the Consultation.

**Action Required**

12. The Council is asked to note the current situation.
To: General Chiropractic Council
From: Paul Ghuman, Director of Resources and Regulation
Subject: Performance report for July 2016
Date: 29 September 2016

1. Purpose
The purpose of the report is to present to Council the Performance report covering the period to 31 July 2016.

2. Background
Council agreed the format of the report to include an overview front page, a financial summary, and an exception based KPI report along with a report of the business plan activities for the year.

3. Action required
Council is asked to note the Performance report.

4. Financial implications
There are highlighted within the report

5. Legal or Risk Implications
There are no legal or risk implications arising from this paper

6. Equality Implications
There are no equality implications arising from this paper

7. Communications Implications
There are no communications implications arising from this paper

Paul Ghuman
Email: p.ghuman@gcc-uk.org
Telephone: 020 7713 5155
Performance Management and monitoring of the operational action plan

July 2016

Prepared by the Senior Executive Board
## Overview

<table>
<thead>
<tr>
<th>Major Events</th>
<th>Business Plan delivery</th>
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<tbody>
<tr>
<td>These have been reported in the reports by the Chair and Chief Executive earlier on the agenda.</td>
<td>Council agreed that the GCC’s Executive should report on any activity that was not proceeding as planned. These are highlighted on page 16.</td>
</tr>
</tbody>
</table>

### Key Performance Indicators

We are not hitting our target to list 90% (actual 88%) of PCC hearings within nine months of referral.

We are not hitting our target of determining 90% of IC cases from receipt of complaint; the current level is 83%.

We also have two long term absentees whose absence record is greater than the KPI. This is explained on Page 15.

### Financial

The net positive difference on income is £51k. There is a positive difference on both retention income of £19k and registration income of £23k.

Expenditure at the end of the July 2016 is higher than forecast by £40k. This is primarily as a result of negative difference on staffing costs (£46k) and FtP costs (£58k). This is offset by positive differences on accommodation (£22k), Office (£10K) and professional fees (£22k).

The overall surplus at the end of July 2016 is £11K.

The financial summary is on page 13 and 14.
## Financial Summary – As at 31 July 2016

### Income

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget</th>
<th>Difference</th>
<th>Full Year Budget</th>
<th>Note</th>
<th>Mgmt forecast</th>
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<tbody>
<tr>
<td>Initial Registration</td>
<td>81,600</td>
<td>64,750</td>
<td>16,850</td>
<td>111,000</td>
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<tr>
<td>Non practising to practising</td>
<td>14,400</td>
<td>8,000</td>
<td>6,400</td>
<td>8,000</td>
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<td>14,400</td>
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<td>Restoration</td>
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<td>7,500</td>
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<td>7,500</td>
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<tr>
<td>Retention – Practising</td>
<td>2,200,800</td>
<td>2,184,000</td>
<td>16,800</td>
<td>2,184,000</td>
<td>2</td>
<td>2,200,800</td>
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<tr>
<td>Retention - Non Practising</td>
<td>32,300</td>
<td>30,300</td>
<td>2,000</td>
<td>30,300</td>
<td>2</td>
<td>32,300</td>
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<tr>
<td>Investment Income</td>
<td>70,265</td>
<td>61,200</td>
<td>9,065</td>
<td>120,000</td>
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<td>120,000</td>
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<td><strong>Income</strong></td>
<td>2,404,465</td>
<td>2,353,250</td>
<td>51,215</td>
<td>2,460,800</td>
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<td>2,486,000</td>
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### Expenditure

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget</th>
<th>Difference</th>
<th>Full Year Budget</th>
<th>Note</th>
<th>Mgmt forecast</th>
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<tbody>
<tr>
<td>Staff Costs</td>
<td>688,585</td>
<td>642,250</td>
<td>-46,335</td>
<td>1,119,000</td>
<td>4</td>
<td>1,206,000</td>
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<td>IT costs</td>
<td>25,553</td>
<td>33,833</td>
<td>8,280</td>
<td>58,000</td>
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<td>53,000</td>
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<td>Office Costs</td>
<td>69,420</td>
<td>79,625</td>
<td>10,205</td>
<td>137,000</td>
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<td>128,500</td>
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<td>Accommodation Costs</td>
<td>109,097</td>
<td>131,597</td>
<td>22,500</td>
<td>244,000</td>
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<td>211,000</td>
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<td>Finance costs</td>
<td>5,897</td>
<td>3,267</td>
<td>-2,630</td>
<td>22,100</td>
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<td>25,100</td>
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<td>Professional fees</td>
<td>70,199</td>
<td>91,875</td>
<td>21,676</td>
<td>157,500</td>
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<td>144,800</td>
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<td>Council costs</td>
<td>84,003</td>
<td>84,417</td>
<td>414</td>
<td>197,000</td>
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<td>186,000</td>
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<td>Communication</td>
<td>5,037</td>
<td>5,000</td>
<td>-37</td>
<td>14,000</td>
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<td>10,800</td>
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<tr>
<td>Registrations</td>
<td>1,791</td>
<td>1,500</td>
<td>-291</td>
<td>7,750</td>
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<td>7,750</td>
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<tr>
<td>Education</td>
<td>3,258</td>
<td>8,167</td>
<td>4,909</td>
<td>18,000</td>
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<td>12,000</td>
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<tr>
<td>FtP</td>
<td>332,339</td>
<td>274,028</td>
<td>-58,311</td>
<td>570,000</td>
<td>6</td>
<td>612,000</td>
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<tr>
<td><strong>Expenditure</strong></td>
<td>1,395,179</td>
<td>1,355,558</td>
<td>-39,620</td>
<td>2,544,350</td>
<td>6</td>
<td>2,596,950</td>
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<tr>
<td><strong>Surplus / (Deficit)</strong></td>
<td>1,009,286</td>
<td>997,692</td>
<td>11,595</td>
<td>-83,550</td>
<td></td>
<td>-110,950</td>
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### Grant Funding - Earmarked for Revalidation

<table>
<thead>
<tr>
<th></th>
<th>Balance b/f</th>
<th>Income</th>
<th>Expenditure</th>
<th>Balance c/f</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>69,698</td>
<td>0</td>
<td>5,053</td>
<td>64,645</td>
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</table>

### Test of Competence

<table>
<thead>
<tr>
<th></th>
<th>Income</th>
<th>Expenditure</th>
<th>Balance c/f</th>
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<tr>
<td></td>
<td>43,500</td>
<td>31,295</td>
<td>12,205</td>
</tr>
</tbody>
</table>
Note 1:

New registration figures are currently higher than forecast by £17k. However, the large majority of students graduate in August. Other registration income lines are higher than forecast by £6k.

Note 2:

Retention fees are higher than forecast by £19k, a difference of less than 1%. This positive variance will be present for the remainder of the year.

Note 3:

Investment income performance is higher than forecast by just over £9K to date. The main investment income is from the investment portfolio with the remainder from bank interest.

Note 4:

Staffing costs are higher this year as a result of two employees being on long term leave and their work being covered by temporary staff. As a result, we have spent £21k more than budgeted as a result. These increased costs are likely to increase in the next few months until the individuals return to work. We have also incurred unbudgeted costs in relation to the appointment of the Chief Executive.

Note 5

Accommodation costs are lower as a result of moving from a fixed term contract for hearings to more flexible arrangements. This was justified as the number of hearing days required will be lower this year following the reduction in the caseload of PCC cases.

Note 6

Ftp costs are currently 21% higher than forecast as a result of the increase in complaints relating to advertising costs (taking initial expert opinions etc.) and also as a result of an increase in obtaining expert reports at the early stage of an investigation. These costs will be monitored closely in the next few months.
Other costs

Council has or will put in place a number of streams of work which will affect the budget position for the year. Some of these are:

- Governance manual work carried out by haysmacintyre
- Additional legal work and advice on various governance matters
- Recruitment of Chair of Council

These costs were unknown when the budget was prepared in December 2015 and therefore will affect the budget for this year.

Portfolio Valuation

The portfolio valuation was £4,461,081 as at 29 July 2016. This is an appreciable increase since the start of the year as markets have continued to become more stable.
## Key Performance Indicators

<table>
<thead>
<tr>
<th>Fitness to Practise</th>
<th>Status</th>
<th>Exception Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>To list 90% of PCC hearings listed within nine months of referral</td>
<td>Actual rate</td>
<td>88% of cases listed in 2016 were within nine months of referral. This percentage has risen and is just marginally below the required standard. We expect this to increase quarter by quarter. With such few numbers, a single case can have a major impact. Of the 8 cases determined in 2016, one was an older case which we expected to conclude last year.</td>
</tr>
<tr>
<td></td>
<td>Reason</td>
<td>The reason for this is that we had been dealing with a backlog of cases which has now been dealt with, aside from one old case which has been determined in the first quarter.</td>
</tr>
<tr>
<td></td>
<td>Action</td>
<td>To cope with this the number of hearing days allocated in 2016 remains high but crucially the pipeline of PCC cases has reduced. This will now allow the FtP system to investigate relatively recent cases rather than historic ones.</td>
</tr>
<tr>
<td>To determine 90% of IC complaints within nine months of referral</td>
<td>Actual rate</td>
<td>83% of cases determined by the IC have been determined within 9 months of receipt. This percentage has dropped below the standard required.</td>
</tr>
<tr>
<td></td>
<td>Reason</td>
<td>This is as a result of some staffing changes, complexity of cases and multiple complaints against a few chiropractors.</td>
</tr>
<tr>
<td></td>
<td>Action</td>
<td>We have added additional staff to alleviate this problem and expect that by the end of 2016 this standard will continue to be met. With such few numbers, a small number of cases can have a major impact.</td>
</tr>
</tbody>
</table>

### Resources

The reported variance on staff absence was reported in the last report. Council agreed that this should not be repeated and any further exceptions to this KPI will be reported. Both members of staff are still on sick leave.
Operational plan progress – by strategic aim and activity

1. To protect patients and the public

We will seek to protect patients and the public by continuing to seek important changes in our legislation and further developing a system of continuing fitness to practise.

2. To uphold and improve professional standards

We will work with chiropractors to ensure that they have the tools they need to achieve high standards of professionalism.

3. We aim to engage effectively and have constructive dialogue with our stakeholders

We will build on our work with the profession, patients and other stakeholders to share information, best practice, gaining greater benefit from the feedback and to understand what information they need from the regulator.

4. We aim to improve our effectiveness, ensuring our systems are cost effective and fit for purpose.

We will build on our work in improving the skills level of all staff and seek to provide them with systems and data which will allow them to carry out their work more productively.

The completed work activities are as follows:
July 2016 Performance report

- Work on a new guide for CPD providers.
- Introduction of the new Code.
- The work in relation to guidance notes was completed with six guidance notes agreed by Council.
- The consultation on education standards has concluded. The amended standards have been considered by the Education Committee. A QA handbook is currently under development.
- Annual Review has been published.
- Survey of new registrants completed.
- Three documents have been produced which are “Working Together”, The GCC at a Glance and 10 reasons to be registered.
- Research with chiropractic students and tutors has been concluded and results shared with the Education Committee.

There are also a number of activities listed as action throughout the year and there has been ongoing work in relation to these.

**Additional projects added by Council or as result of governance issues**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Status</th>
<th>Completion date</th>
<th>Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Governance issues</td>
<td>Instruction to Dudley Smith who reported to Council in January</td>
<td>Completed</td>
<td>January 2016</td>
<td>Chair</td>
</tr>
<tr>
<td>Meetings and communication with PSA/DH re governance issues</td>
<td>Ongoing meetings with senior officials</td>
<td>A number of meetings have been held and briefing updates provided to Council</td>
<td>Ongoing</td>
<td>CER</td>
</tr>
<tr>
<td>Review of Governance Manual</td>
<td>Initial tenders taken and instruction placed with haysmacintyre</td>
<td>Completed</td>
<td>September 2016</td>
<td>PG</td>
</tr>
<tr>
<td>Further legal work and advice</td>
<td></td>
<td>Completed</td>
<td>March 2016</td>
<td>PG</td>
</tr>
</tbody>
</table>
To: The GCC Council
From: Penny Bance, Director of Education, Registration and Standards
Subject: Review of the Degree Recognition Criteria and Quality Assurance policies and processes
Date: 29th September 2016

Purpose
1. The purpose of this paper is to:
   • update the Council on the review and development of the Education Standards that will replace the current Degree Recognition Criteria (DRC) in 2017 as the regulatory tool used by the GCC to ensure that a programme of education is fit for purpose, and
   • update the Council on the review of the quality assurance policies and processes.

Introduction and background
2. At its meeting in June 2015 the Council approved The Code: Standards of conduct performance and ethics for chiropractors. The Code was published on the GCC website on 30th June and became effective on 30th June 2016.
3. The GCC Degree Recognition Criteria and Processes directly relate to the Code in terms of programme outcomes that students have to meet and therefore required a review.
4. At its meeting in July 2015 the Education Committee considered the main changes that have been made to the Code and the issues that have been raised to date with regards to the Degree Recognition Criteria, and agreed a process and timescale for the review.
5. The second aim of the review was to ensure that the GCC’s quality assurance process remain fit for purpose in terms of quality, effectiveness and cost/resource efficiency and that it embodied the aims of ‘right touch’ regulation.
6. The Education Committee agreed that the underlying principles of the review would be:
   • The need for fairness, equality and consistency in the provision of education
   • Proportionality: The system must balance rigour and effectiveness with recognition of the need to minimise regulatory burdens and acknowledgement of risk
   • Working with others: seek to make the best possible use of information and activities undertaken by others.
7. The review of the current Degree Recognition Criteria has a number of aims: to ensure the GCC’s education standards are more consistent and coherent, to ensure they reflect current and future healthcare as well as modern education and training provision. They also should demonstrate the characteristics of a good and supportive learning culture for students.
8. Following a tender process Pye Tait Consulting Ltd were contracted to begin work in September 2015. A series of telephone interviews were conducted with education providers, members of the Education Committee plus nominated others to gain early soundings on areas of improvement and change for the review of the Degree Recognition Criteria.

9. Commencing October 2015 desk research reviewed 1. Student chiropractic degree/master programmes 2. Current changes being experienced within Higher Education, and 3. Equivalent material and quality assurance processes utilised by other regulators for other sectors within and external to the healthcare sector. Concurrently, a number of healthcare regulators were also preparing to review or had already changed their Education Standards equivalences. Their reviews have pointed to some common approaches for consideration for the GCC’s education standards and for quality assurance:

- Greater flexibility for recognition processes: - support for providers through, for example, reducing burden, shorter visits and offering a range of approaches dependent on the type and nature of provider to ensure evidence requirements are proportionate.
- Outcome-based criteria so that providers are not being told what and how to conduct their work, but show how they believe they meet the stated outcomes.
- Risk-based approaches in recognition of the current climate with diminishing resources and the need for efficiencies in focusing where resource are used to deliver the greatest benefit.
- Learning outcomes within themes or domains for the programmes seeking accreditation which set out skills, knowledge, behaviours and, sometimes, attitudes. This ties in with Councils on Chiropractic Education International (CCEI) recommendations, which emerged at the latter end of 2015.

10. In November 2015 the Education Committee participated in a workshop with Pye Tait to consider the overall project, the early feedback including an update on other regulators’ Education Standards and QA documentation.

11. Interviews carried out during the latter end of 2015, with contacts agreed with the GCC (education providers, Chiropractic Associations, members of visiting panels etc., and education personnel at the other healthcare regulators), posed a series of questions framed around initial concerns raised by the Education Committee.

12. The outcomes of the interviews moved the development work on a stage and agreement that the:
- Layout could be made easier to follow, there is a need to reduce and focus the text.
- The criteria need streamlining and re-ordering.
- Language, particularly within the sometimes top-heavy Guidance, could be improved.

13. In January 2016 a workshop was held with the education institutions to consider in detail particular issues relating to future format, links to the Code, the guidance required and areas such as research, patient involvement in student assessment, coverage of business skills and inter-disciplinary learning. At this meeting it as agreed that the Education Standards should just contain Standards relating to student learning
outcomes and to programme outcomes. Any reference to recognition criteria would be removed from this document and placed within what will be a separate document or handbook on Quality Assurance and Accreditation processes.

Draft Education Standards

14. Draft Education Standards were prepared and shared with experts from within Chiropractic and the Education Committee ahead of a wider public consultation in April - May. This consultation comprised a series of follow up telephone interviews (with all associations, patient representatives, education providers and members of the Education Committee) and a web-based survey.

15. The 34 responses from the survey (22 chiropractors, 3 students, 1 member of the public and 8 blank) and the 12 interviews, with multiple interviewees, indicated these summary findings:
- The revised layout and structure has received positive comment.
- Some terminology needs defining and possibly further amplification, clarity on “shall” versus “must” needs greater review.
- Not everyone was confident this is a good starting point for new providers starting from scratch, although a strong view that the standards are equally applicable to all but it is the assessment that is more critical for new provider consideration.
- A few reservations that there may be a lack of detail and something ‘lost’ between this version and the current degree recognition criteria, but this is not a widely held or prevalent view.
- The Code has been referred to and linkages made but more can be done to add weight to it.
- Broad consensus that treatment of different philosophies of chiropractic should be kept external to this document.
- General view that the revised wording for the standards regarding ‘Research’ which emulated those of the GMC, and a removal of the requirement for patient/carer involvement in student assessment are an improvement.

16. Following the consultation version 3 was produced, which was circulated to the Education Committee in June with specific queries relating to key standards that prompted the most comment. A number of responses were received in response to those queries resulting in version 4. This was circulated again by the GCC to the Education Committee in July.

17. Version 5 of the Education Standards has been produced and this was discussed by the Education Committee at its meeting on 7th September and will remain in draft until completion of the entire project.

Quality Assurance Policies and processes

18. Desk research and interview material has started to inform the quality assurance and accreditation process review and this will now move forward as the Education Standards are largely agreed. The aim of the GCC quality assurance processes is to demonstrate quality and transparency surrounding the recognition of chiropractic degree programmes.
19. Discussion at the Education Committee meeting on 7th September focused on the approval of new programmes from institutions not currently providing chiropractic courses; new programmes from an existing institution and notification of programme changes.

20. The following changes to the current system are proposed:
   • The recruitment and training of a pool of education visitors from whom approval teams can be formed to carry out visits
   • Use of the term ‘approval’ rather than ‘recognition’
   • All programmes will have on-going approval with institutions required to notify the GCC of programme changes

21. Annual monitoring will be given detailed consideration at the next Education Committee meeting and there is an inter-regulatory group currently discussing and sharing information on annual monitoring.

**Communications Implications**

22. On-going consultation with stakeholders will help ensure that the Standards and quality assurance processes are proportionate and practical. The new Standards will be clearly communicated to education providers and more widely to other key stakeholders. It will be important to emphasise the purpose of the standards, highlighting how they contribute to the GCC’s overall quality assurance process. It is proposed to publish the new Education Standards once approved and to introduce the Quality Assurance process from the start of the academic year in 2017.

**Resource implications**

23. Additional resources will be budgeted for in 2017 to cover the recruitment and training of education visitors.

**Action Required**

24. The Council is asked to note the update on the review of the education standards and review of the quality assurance policies and processes.
## Council work plan for 2016

<table>
<thead>
<tr>
<th></th>
<th>10th March</th>
<th>16th June</th>
<th>29th September</th>
<th>5th December</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Update report from the Audit Committee</strong></td>
<td>Update report from the Audit Committee</td>
<td>Review of retention fees</td>
<td>Update report from the Audit Committee</td>
<td></td>
</tr>
<tr>
<td><strong>Review of Strategic Risk Register</strong></td>
<td>Strategic Risk Register - any items scoring over 15</td>
<td>Review of Strategic Risk Register</td>
<td>Strategic Risk Register - any items scoring over 15</td>
<td></td>
</tr>
<tr>
<td><strong>Guidance notes</strong></td>
<td>Education Committee update incl CPD review update and TOC Year 1 Evaluation</td>
<td>Review Strategic Statement</td>
<td>Financial Strategy Review incl Investment Strategy</td>
<td></td>
</tr>
<tr>
<td><strong>Reserves</strong></td>
<td>Management letter and letter of representation</td>
<td>Draft Business Plan and budget</td>
<td>Remuneration Committee's report</td>
<td></td>
</tr>
<tr>
<td><strong>Use of the title 'Dr'</strong></td>
<td>Financial Statements</td>
<td>Education Standards</td>
<td>Draft business plan and budget</td>
<td></td>
</tr>
<tr>
<td><strong>Annual report and accounts</strong></td>
<td>Presentation from Cazenove</td>
<td>Education Ctte annual report</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Update on Governance options raised following March seminar</strong></td>
<td></td>
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</table>

## ITEMS TO NOTE

**Performance Report emailed monthly (last week of each month)**

<table>
<thead>
<tr>
<th></th>
<th>March</th>
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<th>September</th>
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<td>Minutes from Audit Ctte</td>
<td>Minutes from Audit Ctte</td>
<td>Minutes from Education Ctte</td>
<td>Minutes from Audit Ctte</td>
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<td>Minutes from Education Ctte</td>
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<td>Council dates for 2017</td>
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<td>Minutes from REMCo</td>
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