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| **Capture and use our knowledge to provide a sharper focus in our regulatory work by publishing and promoting guidance that supports chiropractic best practice and enables ‘upstreaming’ of complaints** | ✓ Findings and recommendations within and out of the GCC will allow us to implement new requirements  
✓ Better standards of chiropractic care for the public  
✓ Fewer complaints received in the organisation  
✓ More engagement with the profession using various platforms  
**Measures:** Publication of guidance, lessons learnt and content disseminated to the profession on a regular and ongoing basis. Seek feedback from the profession as to usefulness in doing so. | Regular and ongoing |
| **Review the need for changes to our education standards to include the wider public health agenda.** | ✓ Ensures chiropractic is not seen as a solitary profession outside of the wider healthcare system  
✓ Ensures that our education standards are relevant and meaningful and in line with other regulators and healthcare professions  
**Measures:** Revised standards published. Increased activity amongst the profession in the wider healthcare system. | To Education Committee by November |
| **Evaluate whether the changes made to our CPD summary have led to greater evidence of reflection amongst registrants** | ✓ To ensure that chiropractic learning has a positive impact on patient care and to understand how this has been achieved  
**Measures:** Evaluation report published. | June |
| **Respond to policy relating to Governance and FTP emerging from the department of health’s regulatory reform agenda** | ✓ Ensure our voice is heard in the wider healthcare domain  
**Measures:** GCC core requirements identified and included in final proposal. | As required |
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| Commission research to understand current and future workforce needs and challenges of the profession | ✓ Greater knowledge of the profile and practice features of the profession  
✓ To inform future planning – education programmes, entry to the profession and our fitness to practice duties | December |
| Commission research and survey existing chiropractic patients on their experiences and satisfaction to strengthen patient voice | ✓ Greater understanding and evidence base of chiropractic patient experiences and satisfaction, to allow us to better provide relevant regulatory functions and guidance  
✓ Greater understanding of how patients access information and advice about the profession and treatment  
✓ Understanding of whether patients look for and value seeing a registered professional | March 2021 |
| Implement student engagement strategy | ✓ Engage more regularly and effectively with students enrolled on GCC recognised education programmes in order to promote professionalism  
✓ Better knowledge and understanding of the GCC amongst current chiropractic students | Ongoing |
| Develop a set of competencies for new graduates | ✓ Allows newly qualified chiropractors to build on and develop their knowledge and capabilities as they move into practice and post-graduate training.  
✓ Ensure that all new UK graduates benefit from a structured programme in their key transitional year into practice | June |
| Survey the public on their views and expectations of the chiropractic profession and regulation | ✓ Greater understanding of the public perception of chiropractic and regulation and how this influences the information that we provide | December |
| Enhance professionalism within chiropractic by promoting opportunities for graduates, researchers, academics and other career pathways | ✓ Better patient care  
✓ Raises profile of range of career opportunities within chiropractic  
✓ Expands the research base of chiropractic  
✓ Ensures supply of future academic staff  
✓ Addresses need for future leaders | December |
| Support and promote inter-professional learning and working between chiropractors and other healthcare professionals | ✓ Chiropractors will gain understanding of the wider healthcare system through learning and working with other healthcare professionals  
✓ Better communication between professionals and joined up high quality patient care  
✓ Mutual respect between professionals | April |
| **WE DEVELOP THE PROFESSION** | | |
| We will facilitate collaborative strategic work to support the profession in its development | | |
## WE INVESTIGATE AND ACT

We will take right touch action on complaints, the misuse of title or where registration standards are not met

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| Carry out necessary recruitment exercises for our regulatory committees | ✓ Enables a bigger, more diverse pool of chiropractic members to hear PCC cases  
✓ Allows for PCC cases to be heard in a shorter timeframe from referral from IC  
✓ Better reporting and oversight of the Investigating Committee | March (IC)  
September (PCC) |

**Measures:** New committee members

| Legal policy review of our correspondence with complainants taking into account consent and of whistleblowing in clinics. | ✓ Improved efficiency measures  
✓ Ensure we follow best practice in the regulatory sector  
✓ Better communication with complainants and more clarity of the process | July |

**Measures:** Less complaints or misunderstanding of the process from complainants.

| Consider our expert witness arrangements | ✓ Allows for greater efficiencies in the investigation process | October |

**Measures:** Cost efficiencies

| Increase and improve our engagement with our partners and key stakeholders, including appraisals, regular updates and access to learning opportunities | ✓ Closer working relationships with our partners while recognising independent decision-making  
✓ Improved decision making and knowledge building among our partners | Ongoing |

**Measures:** Appraisals and training carried out. Learning points circulated and acted on.

| Hold a 'lessons learnt' steering group regarding the advertising complaints closed in 2019 | ✓ Understanding of all aspects of the process, with hindsight, to allow us to incorporate into future work | May |

**Measures:** Report published
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| Implement a mandatory learning and development programme for staff and assess performance and development needs on an individual basis | ✓ Increase our staff ability  
  **Measures:** Operate as a professional, lean organisation  |
|                                                                        |                                                                                  | May       |
| Implement a case management system for the FTP department               | ✓ Increased efficiency and less chance of making mistakes/errors in case progression or in relation to data protection | July      |
| Review and update our IT document management arrangements               | ✓ Assessment and cleansing of data no longer required allowing us to better deal with FOIs and other requests. Cost saving measures | March     |
| Move to a paperless system for council and committees                   | ✓ Modernises our Committee meetings allowing better efficiencies in cost, time and work. Reduces paper usage | March     |
| Review IT support contract arrangements                                | ✓ Ensure that our IT arrangements are adequately supported  
  **Measures:** Review undertaken | June      |
| Run a recruitment exercise for two new registrant Council members and one new lay Education Committee member | ✓ New members recruited and inducted | April     |
| Carry out staff initiatives to gauge and improve the contentment and wellbeing of the staff team including publishing a mental health and wellbeing policy | ✓ Creates and maintains a better, more content workforce  
  **Measures:** Staff survey undertaken with positive results, fewer sick days | June      |
| Make continuous improvements to the new website and new CRM system      | ✓ Enables us to communicate and engage better with registrants and the public. Greater ease of use and self-service, freeing up time in the registrations department  
  **Measures:** More online content and ease of navigation on website. Users’ perception of the system is that it is simpler and more efficient. | Ongoing   |
| Review our existing disaster recovery plan and update                   | ✓ Ensures our current procedures minimise disaster risks which could result in reputational damage, financial loss and work time losses | March     |