Appendix 3. Benefits Maps

1. Estates Strategy
   1.1. Medium Term

   - Options analysis
   - Review of case studies (other regulators)
   - Review of average costs of office space in alternative locations
   - Decision on location
   - Phased move to new office space

   - Ensuring value for money is achieved
   - Staff are in an office space that is fit for purpose
   - Reduction in monthly spend on office space
   - Risk of disruption to the business is minimised

   Performance Objective 2: To improve our management of resources so that we become a more efficient regulator.

Benefits map: Estates Strategy (medium-term)
2. **People Strategy**  
2.1. **Workforce Planning**

**Benefits map: Workforce Planning**
2. People Strategy
2.2. Understanding Associates

- Understanding Associates
- Working our who they are – analysis of data
- Thorough understanding of all GDC Associates
- Legal status confirmed
- Able to develop frameworks:
  - Development
  - Performance
  - Management
  - Resourcing
- Compliance with legislation
- Consistent approach
- Performance: Objective 1 To improve our performance across all our functions so that we are highly effective as a regulator.
2. People Strategy
   2.3. Enhanced Learning and Development Programme

Benefits map: Enhanced Learning and Development Programme

- Project output(s)
- Capability
- Outcome
- Benefits
- Corporate Objective

- Consistency
  - Gap analysis
  - Organisational skills matrix
- Intelligence led approach
- Self-led development
- Development opportunities
- Competitive

- Reduction in recruitment costs
- Improved recruitment timeliness
- Enhanced reputation – better branding
- Improved staff satisfaction and performance

Performance: Objective 1 To improve our performance across all our functions so that we are highly effective as a regulator.
2. People Strategy
   2.4. Equality, Diversity and Inclusion

**Benefits map: EDI Phase 2: launch action plan**
3. Fees Policy

- Revise the registration fee structure
- Introduce a first registration fee
- Develop systems to support the collection of revised fees
- Public consultation
- Record of distribution of registration income across costs

- Case workers are able to be more operationally efficient
- Greater control in budget setting
- Application process is cost neutral
- Profession has opportunity to engage in fee setting/ transparency
- Evidence base for future consultation on fees policy

- Efficiency: More applications ‘right first time’
- Improved Registration SLAs
- Possible reduction in ARF
- Enhanced reputation with the profession

- Performance: Objective 1
  To improve our performance across all our functions so that we are highly effective as a regulator.

- Performance: Objective 2
  To improve our management of resources so that we become a more efficient regulator.

- Performance: Objective 3
  To be transparent about our performance so that the public, patients, professionals and our partners can have confidence in our approach.

Project output(s) | Capability | Outcome | Benefits | Corporate Objective
4. Costed Corporate Plan

- Public consultation
- Developed allocation formula
- Review of best practice / engagement with other regulators
- Corporate strategy that demonstrates priorities for 2019-2022
- Revised business planning / budget process
- Transparency to the profession / stakeholders
- Profession has opportunity to engage and is clear how their ARF is spent
- Increased registrant engagement
- Possible reduction in ARF
- GDC has a set strategic direction
- Improved business planning and prioritisation

Performance: Objective 1
To improve our performance across all our functions so that we are highly effective as a regulator.

Performance: Objective 2
To improve our management of resources so that we become a more efficient regulator.

Performance: Objective 3
To be transparent about our performance so that the public, patients, professionals and our partners can have confidence in our approach.

Benefits map: Costed Corporate Plan
Benefits map: Information Governance framework
6. Stb: First Tier Complaints

6.1. Webform filtering

- Research other regulators webforms
- Review GDC webform and literature and update guidance
- Complainants understand what information they need
- Maintain first standard of good regulation: Anybody can raise concern, including the regulator about the fitness to practise of a registrant
- Patients Objective 3: To increase the information we provide to help patients make better informed judgments about their dental care.
- Patients Objective 4: To direct patients who have concerns to the most appropriate organisation, so that problems can be resolved quickly, fairly and cost-effectively.
- Partners Objective 3: To work with partners to improve the overall system of handling patient complaints about dental care.
- Performance: Objective 1: To improve our performance across all our functions so that we are highly effective as a regulator.

- Design new self-triage product
- Clear signposting local resolution and other bodies
- Understanding of what constitutes an FTP complaint
- 80% of complaints received via webform
- Webform is 2 or 3 clicks from GDC website
- More accessible to complain

- Develop new IT system
- Plan and draft case studies
- Project output(s)
- Capability
- Outcome
- Benefits
- Corporate Objective

**Benefits map: Webform filtering**
6. Stb: First Tier Complaints
6.2. Revised approach to First Tier complaints
7. Stb: Improving Engagement

7.1. Review of the GDC’s tone of voice and audience engagement
7. Stb: Improving Engagement
7.2. State of the Nation report

Benefits map: State of the Nation Report
8. Stb: Data and Intelligence
9. **Stb: DCS review**

9.1. Phase 1

- Review DCS SOPs, letters and documents
- DCS on CRM
- Develop process for private dental plan patient complaints
- Develop process for assisting NHS patients
- Review FTP referral criteria document
- Review feedback and follow up process
- A clear and accurate script being used by DCS Officer to inform a complainant about the timescales involved in an FTP investigation
- Clearer and fuller DCS reporting
- An effective process supported by an SOP in assisting private dental plan patients
- A clear definition between what will be managed by the DCS and what will be suitable to pass to FTP
- A mechanism for following up/feedback based on our signposting information
- Improved timeliness and management of cases
- Improved timeliness in case progression
- Patients: Objective 1
  - To gain a full understanding of patients’ needs and expectations so these can be reflected in all the work we do.
- Patients: Objective 4
  - To direct patients who have concerns to the most appropriate organisation, so that problems can be resolved quickly, fairly and cost effectively.
- Partners: Objective 3
  - To work with partners to improve the overall system of handling patient complaints about dental care
- Performance: Objective 2
  - To improve our management of resources so that we become a more efficient regulator

**Benefits map: DCS Review – Phase 1**
10. Stb: Refocussing FTP

10.1. End-to-end review

**Benefits map: FTP End to End Review Phase 1**
StB: Refocussing FTP

10.2. Developing the concept of seriousness

Benefits map: Defining seriousness – Phase 1: Research and findings phase (2018)
11. **Stb: Enhanced CPD implementation**

11.1. Phase 1: operational phase

**Enhanced CPD**

- Detailed process map
- New audit process to reflect changes
- Requirements catalogue
- CRM changes
- Updates to eGDC
- Guidance and materials for Registrants
- Operational readiness
- Able to audit under the new rules
- Early detection of CPD (non)compliance
- More responsive (targeted) Regulation
- Focus on verifiable CPD
- Reduced ERS Costs
- Increased use of eGDC platform, leading to efficiency
- Operational efficiency
- Improved reputation with the public
- Improved reputation with the profession
- Professionals: Objective 3
  - To support dental professionals in keeping their skills up to date throughout their career.

**Benefits map: Enhanced CPD**
12. Stb: Education and QA
12.1. Risk-based QA

**Risk-based QA process**
- Complete consultation on the new approach by end of March 2018
- Generate and obtain data to inform schedule of activity
- PRB feedback on risk matrix and associated policy and processes
- Develop and refine policy

**Thematic approach to QA activity**
- To be able to complete BDS inspections using new approach (June 2019)
- Shifting focus towards prevention
- Enable the promotion of best practice in dental education
- GDC seen to place a greater emphasis on a preventative approach

**Benefits**
- Maintain PSA Standards related to Education and Training
- Meeting Mazar’s audit recommendations
- Fewer FTP complaints
- Improved external reputation with GDC stakeholders

**Performance: Objective 1**
To improve our performance across all our functions so that we are highly effective as a regulator

**Performance: Objective 2**
To help ensure that dental professionals are properly trained in the skills necessary to practise dentistry safely from the outset

**Benefits map:** Risk-based and thematic quality assurance of education
12. Stb: Education and QA

12.2. Evolving Learning Outcomes

- Design a process for learning outcomes
- Create staff guidance
- Canvass views from education providers
- Implement the agreed review process for use in future learning outcomes reviews

A formal process for the regular review of learning outcomes
A framework for agile learning outcomes
Shorter periods between each review
Regular interaction between Education and QA and external stakeholders

Patient protection: registrants are obtaining pre-registration qualifications which are fit for modern dentistry.
More regular review of the learning outcomes may contribute towards fewer new registrants to enter the FTP process as their education will keep up with the current dental environment.
Maintaining a strong working relationship between the GDC and partners as a result of continuing interaction.

Professionals: Objective 2
To help ensure that dental professionals are properly trained in the skills necessary to practise dentistry safely from the outset
Performance: Objective 1
To improve our performance across all our functions so that we are highly effective as a regulator

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Benefits map: Evolving Learning Outcomes

Project output(s)  Capability  Outcome  Benefits  Corporate Objective