

## Balanced Scorecard – Q2 2019 Performance

<b>Purpose of paper</b>	To present the Council with the balanced scorecard covering the Q2 2019 performance period.
<b>Action</b>	For discussion and decision.
<b>Corporate Strategy 2016-19</b>	<p>Objective 1: To improve our performance across all our functions so that we are highly effective as a regulator.</p> <p>Objective 2: To improve our management of resources so that we become a more efficient regulator.</p> <p>Objective 3: To be transparent about our performance so that the public, patients, professionals and our partners can have confidence in our approach.</p>
<b>Decision Trail</b>	<p>SLT Board – 6 August 2019</p> <p>FPC – 10 September 2019</p>
<b>Recommendations</b>	<p>Council is asked to:</p> <ul style="list-style-type: none"> <li>• Discuss and note the main report.</li> </ul>
<b>Authorship of paper and further information</b>	<p>Gurvinder Soomal Executive Director, Registration and Corporate Resources <a href="mailto:GSoomal@gdc-uk.org">GSoomal@gdc-uk.org</a> 020 7167 6333</p> <p>David Criddle Head of Performance Reporting &amp; PMO <a href="mailto:DCriddle@gdc-uk.org">DCriddle@gdc-uk.org</a> 0121 752 0086</p>
<b>Appendices</b>	<p>Appendix 1 – Q2 2019 Balanced Scorecard</p> <p>Appendix 2 – GDC Performance Indicators Master List</p>

## 1. Executive summary

- 1.1. This paper presents the balanced scorecard covering the Q2 2019 performance period, which is available at Appendix 1.
- 1.2. Council is asked to discuss and note the main report.

## 2. Introduction and background

- 2.1. A project was carried out during 2016 to redevelop the existing version of the balanced scorecard report which is reported to EMT and the Council.
- 2.2. The newly proposed balanced scorecard framework was approved at the meetings of FPC and Council in September 2016 and October 2016 respectively.
- 2.3. At the EMT board meeting in December 2016, a final list of performance indicators was reviewed and approved for inclusion in the first version of the report in the new format. The first version of the report was subsequently presented to EMT and FPC at their respective February 2017 board meetings and the Council at their March 2017 meeting. Each board approved the new format for future reporting.
- 2.4. At the EMT meeting in February 2017, an approach to carrying out a supplementary deep dive activity focusing on different areas of the organisation on a rotational basis was discussed and approved, and this approach was subsequently approved by FPC at its February meeting.
- 2.5. Following the initial sign-off of performance indicators by EMT at the December 2016 board meeting, the PMO have developed a change control log that will be used to track proposed amendments and provide visibility of them to EMT for their approval. This is provided at Appendix 2.

## 3. Q2 2019 balanced scorecard report

- 3.1. Key performance headlines are presented within the executive summary of the Q2 2019 report at Appendix 1. For ease of reference, matters noted in the key successes and issues section are set out below:

### *Key successes*

- 3.2. UK Dentist high application volumes handled: The total number of applications received this quarter rose from 25 to 894, which is a 3480% increase compared to Q1. This was due to a high volume of new applications by recent graduates. Despite this, the Average Active Processing Time remained within target levels in Q2. (See section 1.3 Registration Performance Indicators – Process Dashboard).
- 3.3. Improvements in Hearings completed without Adjournment: There was a 24% improvement in Q2 to 88% which is above the 85% target level and up from the red performance of 71% in Q1. (See section 2.1 FTP End-to-End Process – Performance Indicators Dashboard)
- 3.4. Reductions in Rule 4 work at Case Examiners: Total Case Examiner cases at the end of Q2 is 172 with 113 at Rule 4, which is a reduction from a total of 284, with 195 in Rule 4 at the end of Q1. (See section 2.1 FTP End-to-End Process – Performance Indicators Dashboard)

### *Key issues*

- 3.5. Hearings Serious & Non Serious Data Security Breaches both above target: There was 1 serious data breach where sensitive health information about a registrant's mental health was left unredacted in a public determination. Non-serious data security breach rose by 71% from 7 in Q1 to 12 in Q2 which is twice the performance target level. (See section 3.6 – Information Performance Indicators)
- 3.6. FtP Timeliness Summary: Overall case timeliness has dropped by 7% to 16% in Q2. Investigation timeliness for Receipt to CE Decision is down by 3% to 15% mainly due to

Assessment Timeliness dropping from 51% in Q1 to 37% in Q2, which can be attributed to outgoing London resources closing older aged cases. Both in target within the Investigations stages are IAT Timeliness at 100% and Case Examiner Allocation of Initial Case Examiner decision is at 97%. Prosecutions Timeliness is at 65% down from 70% in Q1 where 12 out of 34 cases were completed beyond the 9 months target and those cases which missed the target were completed on average in 16 months. 'ELPS Timeliness: Disclosure Time Taken' is showing a significant drop in comparison to previous period dropping by 37% to 56% and Cumulative Hearing Performance Against Budget dropped by 6% to 72% in Q2. (See section 2.1 FTP End-to-End Process – Performance Indicators Dashboard)

- 3.7. Registration Overall processing time increases: 4 out of the 7 registration routes average overall processing times rose against their performance in the previous quarter, including UK Dentist (+166%), UK DCP (+137%), Restoration (+70%) and Assessed Dentist (+2%). (See actions planned by SLT and section 1.3 Registration Performance Indicators – Process Dashboard)
- 3.8. Governance Performance Indicators are not reportable in Q2: Due to staffing changes and leave within the Governance team, much of the data required for reporting Q2 performance was estimated values rather than actuals. As such it was decided by the directorate to omit reporting of performance in this quarter.

**4. Recommendations**

- 4.1. Council is asked to:
  - Discuss and note the main report.

**5. Internal consultation**

<b>Department</b>	<b>Date and consultee name</b>
All data contributing departments	Established data leads from each department – July 2019
SLT	SLT Board – 6 August 2019
FPC	FPC – 10 September 2019

**6. Appendices**

- 6.1. Appendix 1 – Q2 2019 Balanced Scorecard
- 6.2. Appendix 2 – GDC Performance Indicators Master List