

Number	Date of Council Meeting	Meeting Type	Minute no.	Subject	Action	Owner	Due Date	Status	Date Completed	Completed By?	Governance Comments	Business Comments	Outcome
1	25 Jul 2019	Public Session	7.1.3	Annual Customer Feedback Reports - FtP	Executive Director, FtP Transition to prepare a proposal for the next Council meeting in October as to the course proposed to take in relation to this work next year, how response rates could be improved and alternative options for seeking engagement. Consideration is to be given to benchmarking against other regulators.	TS	20/08/2019	Suggest Complete	30/09/2019	TS	This work will need to go through SLT (03/09) and FPC (10/09) before Council (03/10).		Item was on the agenda for October Council. Suggest complete as superceded by action 5 below.
2	13/12/2018	Public	15.3	Amendment to Council Member Agreements and Code of Conduct	Council agreed the revised proposal that retiring Council members should normally not assume paid employment with the GDC within 1 year after demitting office. Governance to circulate amended Council Member Agreements and Code of Conduct	KS	27/12/2019	Suggest Complete	27/11/2019	KS	Item appeared on public agenda of Council on 25 July and requested amendments were made. KS circulated the amended Code of Conduct to Council Members and Independent Associates alongside the requests for their Declarations of interest on 27/11/2019.  When Council Members are appointed/re-appointed, their new agreements will remain clear that there is an obligation to adhere the current Code of Conduct. KS has updated the Governance Manual (for CMs and for Independent Members) with the updated Code and a GDPR compliant DOI form - 08.10.2019		Suggest complete.
3	13/12/2018	Public	16.3	Non-Council Member Appointments (SPC)	Council approved the re-appointment of three members - Rosie Varley, Martyn Green, Nigel Fisher - Governance to formally notify the three members of their reappointment.	KS	27/12/2019	LIVE	TBC	KS	KS reviewed member folders. In a review of member folders, it is unclear whether Governance have formally informed the 3 members of their re-appointment in December 2018. KS will discussed Chair of SPC as to whether appointment letters were received and rectify if not. . Governance team reviewing agreements with Legal team and will re-issue in the abundance of caution.		Remains live. This action has been migrated from the wider review of actions from 2019.
4	03/10/2019	Public	13.10	Estates Strategy Programme Update	The Chief Executive and Executive Director, Organisational Development to consider how to provide the appropriate assurance to Council that the culture of the organisation was aligned with delivery ambitions.	IB/SK	30/01/2020	LIVE	TBC	IB/SK		To be incorporated into action plan following staff survey.	In hand.
5	03/10/2019	Public	14.3	Annual Customer Feedback Reports - FtP	Executive Director, FtP Transition to consider the most suitable approach to obtaining customer service feedback for FtP and to bring those proposals back to Council in Quarter 1 of 2020.	TS	30/01/2020	LIVE	TBC	TS	Item is on the forward workplan for SLT and FPC in February 2020 and for Council in March 2020.		In hand.
6	03/10/2019	Public	15.8	Committee Appointments and Appointment of the SIM	Interim Head of Governance to issue appointment letters to all relevant Committee members.	KS	17/10/2019	LIVE	TBC	KS	KS drafted appointment letters for all members and sent to Chair for review on 28/11/2019.		In hand.
7	03/10/2019	Public	16.2	Appointment of Independent Member of Remco	Interim Head of Governance to issue appointment letter to Ann Brown.	KS	17/10/2019	Suggest Complete	11/10/2019	KS	KS drafted appointment letter, it was approved by the Chair and issued on 11/10/2019.		Suggest complete.
8	03/10/2019	Public	17.6	Balanced Scorecard	Executive Director, FtP Transition to consider how best to provide assurance to Council around the FTP performance indicators, particularly in relation to timeliness, and bring back a roadmap to Council in Q1 2020, after SLT and FPC.	TS	30/01/2020	LIVE	TBC	TS	FTP Performance Indicators is on the forward workplan for SLT and FPC in February 2020 and for Council in March 2020.		In hand.
9	03/10/2019	Public	18.4	Dental Complaints Service - Performance Report Q2	The DCS Head of Operations to work with clinical colleagues to ensure accuracy of reporting in relation to the categories of dental work used in the tables in the report and to outline clearly the disposal of Level 1 complaints that were being actioned by the service.	MW	17/09/2019	Suggest Complete	22/10/2019	MW		DCS Head of Operations met with the Clinical Dental Advisors and will be incorporating additional changes to CRM going live in Q1. She also contacted some Council Members for feedback has has incorporated that which has been received.	Suggest complete