

Meeting Minute

Council meeting – Public session (26-28Co(26)min1)

Date of meeting:

Thursday 11 June 2026

Starting time:

10.30am

Venue:

Clerwood House

Attendees

Clare Harker (Convener), Sandie Gordon (Vice Convener), Farhat Ali, Graham Cowie, Christopher Devlin, Susan Dunn, Abdul Elghedafi, Christina Fleming, Andrew Gallagher, Mairi Green, Helen Happer, Paul Johnson, Elaine Johnston, David Keating, Susan Leslie, Rhona Macaskill, Kirsty Mavor, Andrew Millar, Mark McConnachie, Evelyn McLaren, Andrew McPake, Jim Metcalfe, Matthew Moss, Sunita Nayyer, Mike Paul, Ailie Rankin, Sarah Sinclair, Rob Stubbs, Hannah Tweed and Damien Waters.

In attendance:

Pauline Stephen – Chief Executive and Registrar (CE)

Jennifer Macdonald – Strategic Director (SD-JM)

Lee Robertson – Head of Digital (HD)

Elaine Napier – Head of Education and Standards (HES)

Lindsey Furness – Head of People and Finance (HPF)

Vivien Whyte – Head of Regulatory Investigations (HoRI)

Katie Doherty – Legal and Governance Manager (LGM)
Zoe Wilson – Governance Officer (GO)
Vikki Robertson – Teaching Standards Education Officer (TSEO)
Suzie Valente – Leadership Support Officer (LSO)
Nicola Coutts – Leadership Support Officer (LSO)

Agenda item number:1

Apologies for absence:

Apologies were received from: Greg Bremner, Anne Marie Harley, Catherine Whitley and Marie McQuade.

Agenda item number:2

Announcements

There were no announcements.

Agenda item number:3

Intimation of Any Competent Business

There was no intimation of any competent business.

Agenda item number:4

Declaration of Interest

There was one declaration, Mairi Green declared an interest in discussions with respect to her role as a West Lothian Council Probation Manager.

Public session – for discussion and approval

Agenda item number:5

Draft minute of Council Meeting held on 5 March 2026 and matters arising – public session only.

Documents circulated:

Draft minute of the public session of Council meeting held on 5 March 2026 (24-26Co(26)min8_public)

Agreed action/decision/amendment:

Decision:

There were no matters arising and the draft minute of the public session of the Council meeting held on 5 March 2026 was approved.

Agenda item number:6

Chief Executive and Registrar's Report (26-28Co(26)1)

Documents circulated:

Chief Executive and Registrar's Report.

Key points of discussion:

The CE presented the key points from the report.

A member asked about fitness to teach case conclusion rates and the related KPI (80% of cases concluded within 15 months). The SD explained we have seen an improving trajectory with conclusion rates over recent years. The impact that COVID and compounding associated factors had on the process has taken significant efforts to turn around and improving case timescales is still demanding relentless focus. The 26-28Co(26)Min1_FINAL_Public Session

KPI we have set was drawn from relevant benchmarking but no organisation is the same. For example, no other organisation must navigate school holidays. We would wish to review the KPI and set a more stretching target once it has been met.

A member spoke of their concern that Council had not yet seen the final Council Effectiveness Review (CER) nor had the opportunity to discuss prioritisation of the recommendations. The member requested that this is provided and further discussion of the report is arranged to explore some key points coming out of the CER.

The CE confirmed that all members will receive a copy of the final report along with the summary of the March learning session provided by the reviewer. Members will also be provided with a draft CER Action Plan and arrangements will be made for a full discussion on the CER and Action Plan to take place.

A member asked about the number of KPIs related to fitness to teach casework. The CE said that further work will take place on refining KPIs over the summer, and the level of detail required by Council.

A member asked about communication and registrant engagement activity given the newsletter open rate which is currently at 48%. The CE explained that we believe this is a high open rate compared to other organisations like us. The issue we observe is a low click rate; registrants do not appear to interact with the content and go and find out more. In view of this, work is ongoing to consider the best channel of communication for different users and purposes.

A member asked how the success of the roll out of phase one of MyGTCS is being measured and what mitigating factors are in place to ensure there are no issues when phase 2 is rolled out. The CE explained that the risk has not increased, the amber status reflects the critical nature of the project given how close it now is to phase 2 implementation. The success of the roll out of MyGTCS to all users will be measured with user satisfaction data that is being developed. This will help us make ongoing improvements also. Phase 2 implementation has been timed carefully and is under tight project management to help mitigate risk.

A member asked if the delay in the phase 2 launch from February to July would cause any risk to users given that the current system is nearing end of life. The HoD advised that the team have been working closely with the developers and the project is now in the final phase of testing. All the work is close to completion in line with the project timeline, with the testing phase to be completed by mid-June. The decision was made to start the launch of phase 2 in July to avoid the busy April, May and June times as these carried increased risk. We negotiated an extension in the support of the current system until new MyGTCS is launched to all users (and our current system decommissioned) to mitigate risk.

Agreed action/decision/amendment:

Action:

Final Council Effectiveness Review report, along with David Nicholl's summary of the learning session held on 5 March to be provided to all Council members.

To be actioned by:

Zoe Wilson, Governance Officer

Date by which to be actioned:

26 June 2026

Agreed decision:

Members discussed and considered the report with a view to it providing Council with assurance in relation to GTC Scotland's performance and impact and that the organisation is being managed and run by the Chief Executive effectively and responsibly. Members also noted that development work is taking place to further refine performance reporting for the strategic year 2026/27.

Public session – for noting

Agenda item number:7

Documents circulated:

Financial position as at 31 March 2026 report.

Agreed decision:

Members noted the financial position at 31 March 2026 which had been considered by the Finance and Corporate Services Committee.