**Agenda Item  19**

**Enclosure   16**

**Health and Care Professions Council
06 December 2018**

**Equality, diversity and inclusion policy and action plan**

**For approval**

**From Sarah Ritchie, Policy Officer**

Council meeting, 6 December 2018

Equality, diversity and inclusion policy and action plan

Executive summary and recommendations

## Introduction

In 2007 the HCPC developed an equality and diversity scheme which sought to assure organisational compliance with equality legislation at that time. However, the scheme became out of date with the passing of the Equality Act 2010, which consolidated and replaced earlier laws.

The HCPC has not had a formal organisational Equality, diversity and inclusion (EDI) policy since this time, although it is important to note that work to embody the principles of the Equality Act 2010 continued at departmental level. Local policies exist in, for example, HR.

There is no statutory obligation to produce an equality and diversity policy, but it is good practice for public bodies to do so. In an analysis of the public-facing resources offered by the nine UK health and care regulators, the absence of an HCPC policy is notable.

## Public Sector Equality Duty

In respect of its public functions, the HCPC must comply with the public sector equality duty (PSED). We must have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and

- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

## PSA Standards for good regulation

In June 2018, the Professional Standards Authority (PSA) consulted upon revised Standards for good regulation. They are proposing to include a new general standard concerned with EDI:

> "The regulator understands the diversity of the registrant population and its service users and ensures that its processes do not impose inappropriate barriers or otherwise disadvantage people with protected characteristics."

Further detail regarding this standard and an extract of our response to this consultation are set out at **Appendix 3**. A decision is expected from the PSA during the autumn.

**Policy and action plan**

We consider that publishing a written policy will:

- improve transparency and help stakeholders to understand our approach to EDI;
- provide a reference for employees, to embed consistent organisational approach;
- provide a framework for progress on EDI issues;
- underline our commitment to our public sector equality duty;
- help us to meet and evidence proposed regulatory standards; and
- bring parity with the approach of other regulators.

The drafted policy includes EDI objectives, designed to span all of our core functions and be achieved via an action plan.

The action plan sets out areas of focus for operational improvement in the coming year which we consider will support us in achieving our EDI objectives. It provides detail in relation to the actions proposed, how they will be measured and who will be responsible for delivering them.

The action plan is proposed to undergo an annual process of review, revision and renewal. This will ensure EDI remains a top-level priority and allow monitoring and reporting of our progress. Subject to Council approval at this meeting, the annual 'action plan period' is proposed to run from 1 January 2018.

It should be noted that the action plan is not designed as an exhaustive list of EDI activities and projects that we will undertake in a given year. Any further or additional work will also be reported on to Council at the end of the action plan period.

**Public-facing documents**

The EDI policy is designed to be a public-facing document. It is written in a way intended to be accessible to members of the public, registrants and all relevant stakeholders.

An EDI hub will be set up on our new website, where this document will be uploaded and available to access and download. It will also be used flexibly to communicate other EDI-related messaging and content.

The action plan will be made publicly available alongside the policy for the purpose of transparency. However, it is drafter in the format of an operational document.

**Language**

Council may note that throughout the action plan we use phrases such as 'consider EDI' and 'EDI considerations'.
We commit in EDI objective 2 'to be alert and responsive to EDI issues raised in the course of our work and in the regulatory sector and to manage them with integrity.' We believe this demonstrates that meaningful outputs should consistently follow our due consideration in all the drafted actions.

Application of equality law and policies is a case-by-case process. We have been explicit about the use of equality impact assessments wherever possible, but some flexible language is important while organizational policies and procedures are developed. Implementation audits for these policies may inform our future approach to language for the 2020 action plan.

**Internal monitoring and development**

Action point owners in the plan will be mirrored the membership of the new Operational Management Team (OMT). As a result, we propose to manage review and reporting upon the action plan to SMT through OMT.

We aim to source employee engagement for feedback and support of internal communications through the Employee Consulting Group (ECG).

Further accountabilities and reporting procedures are set out in the draft EDI policy.

SMT approved the policy and action plan in October and November 2018. Minor changes were requested and have since been made. The policy has undergone legal scrutiny.

**Decision**

- Council are invited to discuss and approve the policy and action plan for publication.

**Background information**

- The HCPC's 2007 equality and diversity scheme can be found here - http://www.hpc-uk.org/assets/documents/100021B1HPCEqualityandDiversityScheme.pdf

- Helpful information on the public sector equality duty can be found here - https://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty

**Resource implications**

The resource implications associated with the application and review of the action plan have been taken into account in work plans for 2018/2019 and will be taken into account in developing work plans for 2019/20.
**Financial implications**

There are no expected financial implications arising from this work.

**Appendices**

- Appendix 1: Equality, diversity and inclusion policy
- Appendix 2: Equality, diversity and inclusion action plan
- Appendix 3: Outline of potential PSA standard and HCPC response

**Date of paper**

23 November 2018

# Equality, Diversity and Inclusion Policy

## 2018 – 2020

## Contents

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## About Us

We are the Health and Care Professions Council (HCPC). We are a regulator and we were set up to protect the public. To do this, we keep a register of professionals who meet our standards for their training, professional skills, behaviour and health.

**Who do we regulate?**

We currently regulate the following professions:

- Arts therapists
- Biomedical scientists
- Chiropodists / podiatrists
- Clinical scientists
- Dietitians
- Hearing aid dispensers
- Occupational therapists
- Operating department practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Practitioner psychologists
- Prosthetists / orthotists
- Radiographers
- Social workers in England
- Speech and language therapists

We may regulate other professions in the future. For an up-to-date list, please see our website at www.hcpc-uk.org

**Protected titles**

All of the professions have at least one professional title which is protected by law. This means, for example, that anyone using the title 'physiotherapist' or 'dietitian' must be registered with us.

Anyone who misuses a protected title who is not registered with us, or who claims to be registered when they are not, is breaking the law and may be prosecuted.

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**How we protect the public**

To protect the public we:

- set standards for entry to the Register and for continued registration;
- approve education and training programmes that successfully deliver those standards;
- maintain a Register of individuals who successfully complete those programmes; and
- take action if a registrant may have failed to meet our standards for continued registration. Such action might include investigating and adjudicating allegations through our fitness to practise process. In serious cases, registrants may be removed from the Register.

## About this document

In this document, 'we', 'us', and 'our' are references to the HCPC. Health and care professionals on our Register are called 'registrants'.

Our registrants work in a variety of different settings and with a variety of different people. We refer to those who use or who are affected by the services of our registrants as 'service users'. A person who provides care to a service user is termed a 'carer'.

Where we refer to 'stakeholders', this encompasses anyone who engages with the HCPC's services and facilities. This may include our registrants, service users, carers, education providers, employers of our registered professions, complainants in fitness to practice proceedings, our partners and members of the public.

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## Introduction

It is important to the HCPC to be a fair and inclusive regulator. We were set up to protect the public and we recognise that in the UK, the public are a culturally rich and diverse group. This diversity is reflected in our registrants and all those who interact with us.

We intend that everybody should be equally able to access our services and be treated fairly and supported when doing so. Nobody should experience discrimination, harassment of victimisation when they interact with us. In this policy, we set out our legal duties around equality, diversity and inclusion (EDI). We set objectives for developing our practice in EDI and explain how we will monitor our progress towards meeting them.

This document should be read alongside our annual EDI action plan, which sets out the practical steps that we plan to take to implement this policy.

## What does Equality, Diversity and Inclusion mean to the HCPC?

We understand that equality, diversity and inclusion are linked but distinct issues that may need tackling in different ways.

**'Equality'** means that everybody has the same opportunities and is treated with the same respect.

**'Diversity'** is concerned with representation and valuing individuals for the different perspectives they have to offer.

**'Inclusion'** means ensuring that everybody has a voice and a means to participate, which may involve making reasonable adjustments to our usual processes.

Equality, diversity and inclusion are all important issues to the HCPC. This is something we aim to reflect throughout this policy and in our practice as a regulator.



**Equality**

Challenge discrimination

Dismantle barriers

**Diversity**

Value individuals

Celebrate differences

**&**

**Inclusion**

Make reasonable adjustments

Widen access

## Legal duties

### The Equality Act 2010

The Equality Act 2010 ('the Act') is legislation that applies in England, Wales and Scotland. It protects people from discrimination, harassment or victimisation. It does this by specifying a number of 'protected characteristics'. It is against the law to discriminate against anyone because of:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex; and
- sexual orientation.

In respect of its public functions, the HCPC must also comply with the public sector equality duty. This duty sets out that we must have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

### What does this mean?

To meet the public sector equality duty, we must work to identify situations where people with a protected characteristic might suffer disadvantage, compared to people without, because of their protected characteristic. We have a responsibility to prevent such disadvantage (or, if this is not possible, to minimise it) wherever possible.

We must consider the unique needs of people who have protected characteristics and take steps to meet these needs. Where people with protected characteristics might be less able to participate, we must enable, encourage and celebrate their contribution.

Finally, we must tackle prejudice wherever we encounter it. This includes using communication and collaboration to dismantle barriers. We should aim to equip people with protected characteristics and those without to build a better future together, based on shared values and understanding.

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**Northern Ireland**

The Equality Act 2010 does not apply in Northern Ireland. The HCPC are the UK regulator for all of our registered professions with the exception of social workers, whom we regulate in England only.

While we are not listed as a public authority in the relevant legislation, we are nevertheless committed to the public authority duty set out in Section 75 of the Northern Ireland Act 1998. This involves having due regard to the need to promote equality of opportunity:

- between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- between men and women generally;
- between persons with a disability and persons without; and
- between persons with dependants and persons without.

In addition, the Disability Discrimination (Northern Ireland) Order 2006 requires that in carrying out its functions, a public authority shall have due regard to:

- the need to promote positive attitudes towards disabled persons; and
- the need to encourage participation by disabled persons in public life.

We are further mindful of national discrimination laws including the Sex Discrimination (NI) Order 1976, Race Relations (Northern Ireland) Order 1997 and the Equality Act (Sexual Orientation) Regulations (NI) 2006.

**Welsh Language Act 1993**

The Welsh Language Act 1993 established that in the conduct of public business and administration of justice in Wales, the English and Welsh languages should be treated on a basis of equality. The HCPC is committed to delivering services to the public in Wales in the language of their choice.

In 2011, we published a Welsh Language Scheme ('the Scheme') that sets out how the HCPC will deliver services to Welsh speaking members of the public[1]. Following revisions to reflect changes in our regulatory duties, this Scheme was approved by the Welsh Language Commissioner on 15 February 2013.

In the future, our scheme will be replaced by Welsh Language Standards. In the meantime, we will continue to monitor and develop our existing Scheme. We report annually on our progress to the Welsh Language Commissioner.

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[1] https://www.hcpc-uk.org/assets/documents/10003EEDWelshLanguageScheme2013.pdf

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## Vision and values

Our vision and values are set out in the HCPC's strategic intent 2016 – 2020.[2]

**Our vision**

Our vision is to be recognised nationally and internationally as a model of good practice in public protection through the regulation of health and care professionals.

**Our values**

Our values are a set of guiding principles which reflect both the social context in which the organisation operates and its aim to deliver effective and efficient regulation.

Our values are:

- Transparency
- Collaboration
- Responsiveness
- Value for money
- High quality service

We aim to incorporate our values into all the work that we do, and recognise that they are especially key to our commitment to EDI.

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[2] http://www.hcpc-uk.org/assets/documents/10004E97Strategicintent2016-2020.pdf

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# Equality, diversity and inclusion objectives

These objectives aim to champion EDI throughout all that we do. We are mindful, nonetheless, that their implementation must be proportionate to our resources and overarching responsibilities as a regulator.

Our EDI objectives fall within the areas that we identified as core to our performance as a regulator in our corporate plan 2018-2020.

## Performance

1. To adhere to EDI legislation, meet regulatory standards for EDI and make certain that our practice as a regulator is fair, consistent and free from discrimination.

2. To be alert and responsive to EDI issues raised in the course of our work and in the regulatory sector and to manage them with integrity.

3. To appeal to, employ and maintain a diverse HCPC workforce that is reflective of the public we protect.

4. To promote robust professional values in our registrants by setting clear expectations around EDI in our standards, guidance and communications.

5. To set standards for education providers that support fair access to and equality of opportunity within the professions that we regulate.

## Communications and engagement

6. To deliver services, events, consultations, communications and publications that are relevant and accessible to all and that promote diverse engagement with us.

7. To work in partnership with other regulators to explore EDI issues and to ensure that our approach to EDI is contemporary, evolving and rooted in best practice.

8. To be mindful of diversity throughout the four countries, value and respect unique national perspectives and invite UK-wide participation in our work.

## Effective and efficient organisation

9. To ensure that all Council and Committee processes account for EDI considerations and the HCPC EDI action plan undergoes annual Council review.

10. To ensure that our EDI policies and practice are well embedded, clear and open to feedback from employees and stakeholders.

11. To deliver training in EDI to all our staff and partners, tailored where appropriate to their roles, and promote a culture of understanding and inclusivity among staff.

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**Data, intelligence and research**

12. To continue to seek EDI data from those we interact with and be proactive in improving how we collect, analyse and apply EDI data in our corporate decision-making.

## Setting measures

Our EDI objectives will be implemented, monitored and developed via an annually agreed action plan.

The annual action plan will set out specific, practical steps that the HCPC will take in that year to meet our overarching EDI objectives. Individual action points will be mapped against the objectives for transparency and for efficient progress analysis.

Ownership for implementation of and reporting on each action point will be clearly defined in the action plan. This ownership will be delegated to individuals at senior management or head of department level within each directorate.

Delivery of the action plan will be overseen by a named EDI manager from within the Policy and Standards team.

## Measuring success

The HCPC's EDI action plan will be valid for twelve months and be subject to annual review, revision and renewal.

**Review**

Owners of action points within the plan will collectively report on their progress to the Senior Management Team (SMT) every six months. This reporting will fall in the second and fourth quarter of every twelve-month action plan period.

Reported information will be collated for consideration by the Council in the fourth quarter of the action plan period.
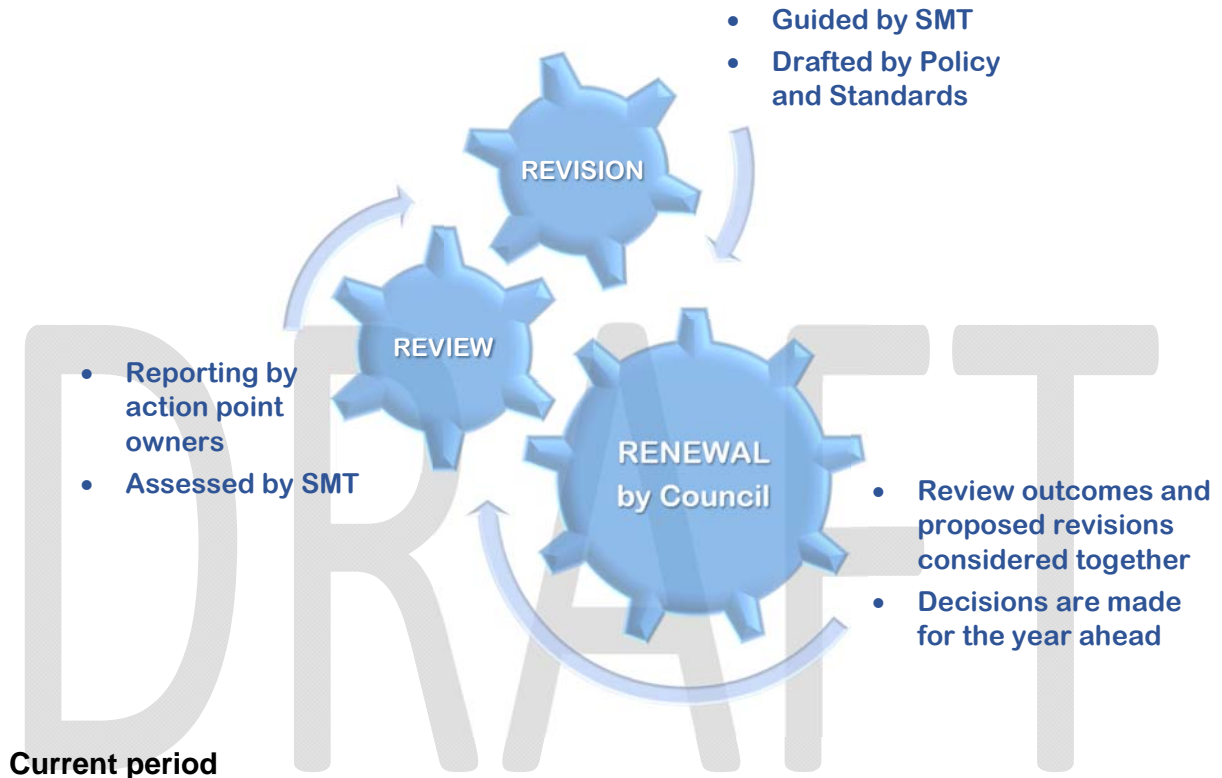
**Revision**

After all reporting, action point owners and SMT will collaborate with the Policy and Standards team to propose action points that require revision or can be developed for the year ahead. An action plan for the following year will be drafted and submitted to Council in the fourth quarter of the twelve month action plan period.

**Renewal**

The Council will consider the collated progress report together with the draft action plan for the coming year. The Council will determine to what extent the EDI

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outcomes have been met by the action plan and use this to inform their decision on the draft plan for the following year.

Any revisions requested by the Council will be made until a new action plan can be approved. A summary report and the finalised action plan will be made available on the HCPC website for public inspection.



- **Guided by SMT**
- **Drafted by Policy and Standards**

REVISION

- **Reporting by action point owners**
- **Assessed by SMT**

REVIEW

RENEWAL by Council

- **Review outcomes and proposed revisions considered together**
- **Decisions are made for the year ahead**

**Current period**

The EDI objectives set out in this document will apply for the period of 1 January 2019 to 31 December 2020. They will be appraised and updated in line with any changes to the HCPC's corporate plan.

## Accountability

The Council are fundamentally accountable for the organisation's activities and processes and are responsible for ensuring the HCPC meet our duties in respect of EDI. This policy has been reviewed and approved by the Council. Going forward, the action plan review, revision and renewal process will ensure that the Council are kept up-to-date, informed and in control of the HCPC's EDI efforts.

In daily conduct of HCPC activities, accountability falls to our Senior Management Team (SMT). This team consists of three executive directors and the Chief Executive.

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Responsibility for delivery of individual action points will rest with the staff member named as having ownership of that point in the action plan.

Responsibility for managing the action plan review, revision and renewal process and policy will rest with the EDI manager.

We expect all our staff to support delivery of the action plan where possible and to engage with EDI issues as they arise within their daily role.

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## More Information

You can read more about the HCPC and download copies of our standards documents and other publications from our website at www.hcpc-uk.org

The Equality and Human Rights Commission is responsible for promoting and enforcing equality and non-discrimination laws in England, Scotland and Wales. You can find more information about the responsibilities of different organisations under the Equality Act 2010 on their website at www.equalityhumanrights.com

The Equality Commission for Northern Ireland is responsible for promoting and enforcing equality and anti-discrimination laws in Northern Ireland. You can find more information about the law in Northern Ireland and the duties it places on different organisations by visiting the Equality Commission's website at www.equalityni.org

## Contact us

You can contact us if you have any questions about this policy, our action plan or the work that we do in respect of equality, diversity and inclusion. However, please be aware that we cannot offer legal advice.

Please direct enquiries to our Policy and Standards team:

email: policy@hcpc-uk.org

tel.: +44 (0)20 7840 9815

Alternatively, contact our main switchboard: +44 (0)300 500 6184

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**To request this document in Welsh or an alternative format please email publications@hcpc-uk.org**

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# Equality, diversity and inclusion (EDI) action plan

## 1. Performance

1.1. We will keep informed of current EDI issues and principles through:

- ongoing internal and commissioned research;
- engagement with stakeholders;
- our participation in the joint regulators' EDI forum;
- working with the Professional Standards Authority (PSA) where appropriate; and
- legal advice.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | EDI considerations present in all research outputs | 100% of research outputs to cover EDI issues. | 1, 2, 12 |
| | Appropriate engagement with the PSA to meet any new standards set with respect to EDI | Record of appropriate communications and reports to the PSA. | 1, 7 |
| | Legal advice sought if changes are made to EDI legislation that may impact our systems and processes. | Record of: <br> • legal advice received about changes in EDI legislation that may impact our systems and processes; and <br> • any action taken as a consequence. | 1, 2 |
| | **See actions 2.4 – 2.5** | | |

1.2. We will make sure that all of our employee and partner policies are underpinned by EDI principles and support the achievement of our EDI objectives.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Director of HR & OD | Consideration given to EDI principles in the development and generation of all employee and partner policies. | 100% of new and updated employee and partner policies to take account of EDI principles. | 1, 3, 10 |

1.3. We will endeavour to improve the diversity of applicants and appointees to all HCPC roles.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Director of HR & OD | Review and develop the language used in our recruitment materials to ensure that management and senior roles are attractive to women | Increased proportion of women in management and senior roles | 3 |
| | Maintain and promote our status as a Disability Confident Employer. | Disability confident status is maintained | 3 |
| Head of Governance | Review Council remuneration policies to improve accessibility of Council membership. | Record of Council remuneration review. | 3 |

1.4. We will review our Standards for prescribing to ensure the standards and guidance that we set for education providers reflect our position on EDI.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | Revise the Standards for prescribing to include the EDI standards developed in the 2017 standards for education and training (the SETs). | Revised Standards for prescribing consulted published in 2019 (following consultation in 2018). | 5 |

## 2. Communications and engagement

2.1. We will make sure that all information we provide, both electronic and hard copy, is available in accessible formats.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Communications | Support all reasonable requests for information to be provided in accessible formats. | 100% of requests for information to be provided in accessible format assessed, and reasonable requests supported. | 1, 6 |

2.2. We will promote our standards, guidance and supporting materials in a clear and accessible way online and at events.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Communications | Promote our Standards for conduct, performance and ethics (SCPE) and Standards for education and training (SETs) at relevant events, including their EDI requirements. | | 4 |

| Head of Policy and Standards | Improve quality and clarity of EDI resources on the HCPC website. | • EDI content on the new HCPC website is periodically reviewed, maintained and developed where appropriate.<br><br>• EDI policy and action plan are made publicly available online. | 6, 10 |
|---|---|---|---|
| | Prioritise digital-first delivery of standards, guidance and registrant information on the website | • Online evidence of digital-first standards, guidance and registrant information delivery | 6 |

2.3. We will make sure our events are accessible and invite four countries engagement.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Communications | Accessibility considered for events. | Accessibility considered for 100% of events organised by the Events team. | 1, 6, 8 |
| | Four countries invitees and, where applicable, venues considered for events. | Four countries consideration for 100% of events organised by the Events team. | 1, 6, 8 |

2.4. We will make sure that our consultations, surveys and research projects address relevant EDI issues and engage a diverse range of stakeholders.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | EDI question asked and evaluated in consultations, surveys and research projects. | 100% of consultations, surveys and research projects to cover EDI. | 1, 2, 6 |

| | Consideration of any special measures required to reach relevant equality groups in consultations, surveys and research projects. | Record in equality impact assessments (EQIAs) for relevant projects that stakeholder mapping and targeted communications have been considered. | 1, 6 |
|---|---|---|---|

2.5. We will work with others to make sure we follow the current principles of EDI.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | Regular attendance at the Joint Health Regulators EDI forum. | Record of attendance at the Joint Health Regulators EDI forum. | 2, 7 |
| | Regular attendance at the inter-regulatory LGBT group. | Record of attendance at the inter-regulatory LGBT group. | 2, 7 |

2.6. We will meet our duties under the Welsh Language Act.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | Satisfactory performance as monitored by the annual report to the Welsh Government. | | 1, 8 |

## 3. Effective and efficient organisation

3.1. We will implement processes to ensure that consideration is routinely given to EDI matters at a Council level.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards and Head of Governance | Review of structure and content requirements for Council and Committee submissions to support visibility of EDI issues | EDI considerations routinely included in Council and Committee submissions | 2, 9 |

3.2. We will review our equality impact assessment (EQIA) practices in a targeted manner within the organisation.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | Project to review and improve quality and consistency of EQIAs across key departments. | Record of project outputs including updated and agreed EQIA processes across key departments. | 2, 6, 10 |
| | Training in equality impact analysis to be considered for relevant staff. | Record of research into and business case developed for equality impact analysis training. | 11 |
| | Develop a policy and targets for the completion of EQIAs | Policy agreed and published internally | 1, 10 |

3.3. We will make sure that all those engaged in the fitness to practise process are effectively supported.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Fitness to Practise | Guidance and support materials provided for witnesses, complainants and registrants. | Record of routes through which witnesses, complainants and registrants can access guidance and support materials. | 6, 10 |
| | Guidance and support materials provided for employees in how to support witnesses, complainants and registrants. | Record of guidance materials available to staff in how to support witnesses, complainants and registrants. | 6, 10 |

3.4. We will provide guidance to employees on making reasonable adjustments for customers and stakeholders, and provide regular training on this area.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | Guidance provided to employees, and regular training delivered. | • Reasonable adjustments learning provided every 2 years with at least 75% participation.<br><br>• 100% participation for new employees. | 1, 6, 11 |

3.5. We will update our processes and produce guidance for employees in our Registration department to support applicants and registrants identifying as trans or non-binary.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Registration | Implementation of the non-binary salutation Mx into registration systems and procedures. | | 6 |
| | Guidance provided to employees on supporting the registration needs of trans individuals. | Guidance completed and distributed by end of June 2019. | 1, 6, 11 |

3.6. We will engage employees regarding our EDI policies and practices through the Employee Consultation Group (ECG).

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Director of HR & OD | EDI to be included in forthcoming ECG agendas and discussions | Record of EDI on the agenda and minutes for meetings of the ECG | 10 |

3.7. We will make sure that all employees, partners and Council and Committee members participate in regular EDI training.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Governance | Training for Council members on reviewing and analysing EDI impact assessments | Record of training date(s) and session outline. | 1, 2, 9 |
| | Review regular EDI training strategy for Council members | Record of discussion of training needs, interests and planning for 2019/20. | 1, 2, 9 |

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| L&D manager | Regular EDI sessions and/or e-learning courses provided to employees. | • EDI learning provided every 2 years with at least 75% participation. <br><br> • 100% participation for new employees | 11 |
| Partner and HR Manager | Regular EDI sessions and/or e-learning courses provided to partners. | • EDI learning provided every 2 years with at least 75% participation. <br><br> • 100% participation for new employees. | 11 |

3.8. We will develop a schedule of internal communications to celebrate EDI events and circulate important updates relevant to our EDI policy and action plan.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | To ensure intranet updates are circulated: <br> • When reports are issued on progress against the EDI action plan; <br> • When changes are made to the EDI policy or action plan; <br> • Quarterly in respect of EDI events and celebrations. | Record of intranet communications in these circumstances. | 10, 11 |

## 4. Data, intelligence and research

4.1. We will endeavour to appropriately collect and record equality and diversity data in order to understand the profile of our registrants. We will continue to review the legislative and system constraints that challenge our ability to achieve this.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards and Head of Registration | Process for collecting equality and diversity data from registrants reviewed for efficacy and optimised where possible. | Evidence of process review and record of a business case for relevant changes to our Registration system. | 1, 12 |
| | Target response rate developed for registrant equality and diversity data. | Target response rate agreed for registrant equality and diversity data and reporting completed against this target. | 12 |

4.2. We will endeavour to appropriately collect and record equality and diversity data from those we interact with including: respondents to consultations and research surveys; and complainants and others involved in fitness to practise proceedings. We will continue to review the legislative and system constraints that challenge our ability to achieve this.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Senior management team | Process for collecting equality and diversity data from those we interact with reviewed for efficacy and optimised where possible. | Evidence of process review and system changes made where relevant. | 12 |
| | Target response rates developed for equality and diversity data for different stakeholder groups. | Target response rates agreed for equality and diversity data for different stakeholder groups and reporting completed against these targets. | 12 |

4.3. We will collect and record equality and diversity data on all applicants and employees.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Director of HR & OD | Develop the range and depth or our diversity monitoring data for the recruitment and retention of employees and partners | Development of data for employee and partner recruitment and retention that will identify gaps and inform targeted action | 3, 12 |
| Director of HR & OD | Target response rates developed for equality and diversity data for applicants and employees. | Target response rates agreed for equality and diversity data for applicants and employees and reporting completed against this target. | 3, 12 |

4.4. We will review how we collect data about allegations in fitness to practice cases, in order to work towards more efficient analysis of cases that involve EDI issues such as discrimination.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Head of Fitness to Practise | Review current framework for classification of allegations in fitness to practice cases. | Revised framework for classification of allegations and associated guidance to be implemented in 2019. | 2, 12 |

4.5. We will analyse equality and diversity data and make sure that it is used to inform the EDI aspects of our work.

| Owner | Action(s) | Measure(s) | EDI Objective(s) |
|---|---|---|---|
| Head of Policy and Standards | Analysis of equality and diversity data undertaken and presented to Council annually. | | 1, 2, 9, 12 |

# Appendix 3: Outline of potential PSA standard and HCPC response

**Background**

In 2017, the Professional Standards Authority (PSA) began an exercise to review their Standards of Good Regulation. They use these standards to assess and report on the performance of the nine regulators that they oversee, including the HCPC. The present Standards have been in place since 2010.

In June 2018 the PSA opened a consultation on the detailed wording of the Standards and the evidence that they will require to assess whether regulators are meeting them or not.

Broadly, the PSA have reduced the number of standards that they will apply to the regulators to adopt a more flexible approach. However, some new standards are proposed. Among these is a general standard specifically concerned with equality, diversity and inclusion (EDI).

**Extract from 'A review of the Standards of Good Regulation', June 2018**

The Professional Standards Authority (PSA) consultation paper can be accessed in full online[1].

> **Standard 3:** The regulator understands the diversity of the registrant population and those registrants' service users and ensures that its processes do not impose inappropriate barriers or otherwise disadvantage people with protected characteristics.

"This is a new Standard. We recognise that each regulator faces different issues in respect of diversity. Many of these are outside of its control. However, we consider that the regulator ought to be aware of the diversity of its registrants and aware of the particular needs of particular groups of their patients or service users. We would expect regulators to examine their processes and outcomes to establish whether or not there is evidence that might suggest that some individuals with protected characteristics are disadvantaged by any aspect of its rules or processes. We would expect the regulator to consider how it can address those matters which are within its control and whether it can take action to ensure that it does not make problems which are outside its control worse. We would expect to see the evidence of this from the general statistics on diversity produced by the regulator, from its Council papers (particularly impact assessments) and, where appropriate, from changes to its processes and procedures.

In our discussions with regulators, the question was raised about whether the Standards should go further and test the regulators' performance of all their duties

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[1] Visit: https://www.professionalstandards.org.uk/docs/default-source/publications/consultation-response/our-consultation/2017-consultation-on-reviewing-the-standards-of-good-regulation/a-review-of-the-standards-of-good-regulation---consultation-paper-(june-2018).pdf?sfvrsn=e40c7220_4

under the Equalities Act, for example, the duty to promote diversity. We considered that it was inappropriate for the Standards to extend this far at this stage. This is because the Equality and Human Rights Commission has this remit and it is not for us to step into its shoes if there are concerns about the wider issues of diversity. In our view, our first steps should be to examine the areas where there are key concerns about fairness and public protection."

**Extract from the HCPC response to the PSA consultation**

The HCPC's response can be accessed in full online[2].

"**Q3.** Do you anticipate any particular difficulties for regulators in providing evidence to demonstrate performance against the general Standards?

Yes, to some extent.

Standard 3, that the regulator 'understands the diversity of the registrant population and its service users'.

Whilst the HCPC strives to collect this data, it has no legal power to compel registrants and/or service users to provide this information, and many do not. This inevitably creates some challenges for us in making comprehensive assessments.

We will however strive to improve the data we collect, and will continue to assess the impacts our processes and outcomes have on different groups, taking steps to address any negative impacts where possible."

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[2] Visit: https://www.hcpc-uk.org/aboutus/consultations/external/index.asp?id=226