

UNCONFIRMED - MINUTES of the meeting of the HPC Communications Committee
held on Thursday 28th February 2005. **The Harrington Hall Hotel**, London

Present

Shaheen Chaudhry
Ros Levenson
John Camp

Apologies

Jo Manning
Clair McGartland
Morag MacKellar
Jackie Stark

In attendance

Chris Middleton – Director of Communications
Tony Glazier - Web Manager
Victoria Nash – Communications Officer
Bonnie Hart – Customer Service Manager

Matters arising

Jo Manning and Jackie Stark were still off long term sick with no date given as to when they may return. Shaheen Chaudhry was appointed interim Chair of the Committee in their absence.

With a few checks on punctuation and spelling the Committee agreed the Minutes were a correct record of the July 5th 2004 meeting

ITEM 1 – Communications Report

Chris Middleton outlined the activities of the department since the committee last met. Our advertising had reached a readership of 25 million people across the UK and plans were in place to expand this into other mediums in 2005.

The first phase training for the organisation in customer services had been completed and customer service standards were about to be implemented across the organisation. In general terms customer complaints about the organisation were down on last year.

A draft of the new website was also shown to the Committee, it was planned that the website would be up and running by the end of April 2005.

Date
2005-04-28

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Doc Type
MIN

Title
Communications committee
minutes Feb 05

Status
Draft
DD: None

Int. Aud.
Public
RD: None

ITEM 2 – Publicising fitness to practise

The policy as presented was agreed which stated that HPC would not be actively publishing cases of a sensitive nature although transcripts would still be available on the website.

ITEM 3 – Protected titles and HPC branding

While the Committee could understand people wanting to use the logo and could see some benefit in people using the logo to help publicise HPC it agreed to recommend the policy to Council.

ITEM 4 – Date and time of next meeting

The Committee agreed to hold an extra meeting on May 4th 2005 to discuss the Communications strategy and budget. The meeting will be at Park House, London and run from 1100-1300.

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