

Chief Executive's Report to Council meeting on 31st May 2007

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Meetings 1st March to 31st May 2007

1. Completed Meetings

Scottish Executive Stakeholder Event	5 th March
Security Industry Authority	6 th March
National Artificial Eye Service	8 th March
Steering Group on Statutory Regulation of AHTCM	9 th March
General Dental Council	12 th March
Hearing Aid Council/DTI	15 th March
Department of Health re ISTCs	19 th March
Registrars of Health Regulators	20 th March
UK Physicians Association	13 th April
Shepherd Taylor Partnership	16 th April
Department of Health + Association of Educational Psychologists	17 th April
Folkestone Listening Event	19 th April
British Association for Counselling & Psychotherapy	23 rd April
CHRE	25 th April
DHSSPS + CAWT (Belfast)	2 nd May
Registrars of Health Regulators	3 rd May
Health Professions Council of South Africa	8 th May
Lord Alderdice	9 th May
CLEAR	21 st May
Blake Laphorn Tarlo Lyons	24 th May
Baroness Cumberlege	25 th May
Hearing Aid Council	25 th May

2. Scheduled Meetings

Health & Social Care Professionals Council	1 st June
Department of Health	5 th June
Hearing Aid Council	19 th June
UK Regulators/Scottish Social Care Agencies	27 th June
Dumfries Listening Event	10 th July
Lancaster Listening Event	12 th July

Approvals and Annual Monitoring – Ms Abigail Creighton

1. Approval visits 2006/07

The following 21 visits took place between 1st March – 30th April 2007.

Date	Education Provider	Programme	Reason for visit
7-8 th Mar 2007	Oxford Brookes University	Dip HE Operating Department Practice	New Profession
6-8 th Mar 2007	London South Bank University	Dip HE Operating Department Practice MSc Occupational Therapy Pg Dip Occupational Therapy BSc (Hons) Occupational Therapy BSc (Hons) Diagnostic Radiography BSc (Hons) Therapeutic Radiography Pg Dip Therapeutic Radiography Pg Dip Diagnostic Radiography MSc Therapeutic Radiography MSc Diagnostic Radiography BSc (Hons) Physiotherapy MSc Physiotherapy	New Profession & New Programme & Major Change

7-8 th Mar 2007	University of Hertfordshire	Foundation Degree Paramedic Science BSc Paramedic Practice Dip HE Paramedic Science BSc (Hons) Paramedic Science BSc (Hons) Diagnostic Radiography & Imaging BSc (Hons) Radiography & Oncology BSc (Hons) Physiotherapy	QAA Benchmarks & Major Change
13-15 th Mar 2007	University of Ulster	BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy BSc (Hons) Radiography(Diagnostic) BSc (Hons) Radiography (Therapeutic) BSc (Hons) Speech and Language Therapy	QAA Benchmarks & Major Change
14-15 th Mar 2007	University of Hull	Dip HE Operating Department Practice	New Profession

20 th - 22 nd Mar 2007	Cardiff University	Dip HE Operating Department Practice BSc (Hons) Diagnostic Radiography and Imaging BSc (Hons) Radiotherapy and Oncology BSc (Hons) Physiotherapy Pg Dip Occupational Therapy BSc (Hons) Occupational Therapy (PT) BSc (Hons) Occupational Therapy (FT)	New Profession & Major Change
28-29 th Mar 2007	University of Teesside	Dip HE Operating Department Practice	New Profession
3 rd April 2007	University Central England, Birmingham	Supplementary Prescribing	New Programme
4 th April 2007	Canterbury Christ Church University	Supplementary Prescribing	New Programme
11 th April 2007	Glasgow Caledonian University	Supplementary Prescribing	New Programme
12 th April 2007	Anglia Ruskin University	Supplementary Prescribing	New Programme
12 th April 2007	University of Stirling	Non-Medical Prescribing	New Programme

17-18 th April 2007	University of Wales, Bangor	Dip HE Operating Department Practice	New Profession
18-19 th April 2007	University of Portsmouth	Dip HE Operating Department Practice	New Profession
19-20 th April 2007	University Central England, Birmingham	FdSc Health & Social Care Paramedic Science	New Programme
24-25 th April 2007	University of East Anglia	BSc (Hons) Physiotherapy BSc (Hons) Occupational Therapy	QAA Benchmarks
24-25 th April 2007	Sheffield Hallam University	Dip HE Operating Department Practice	New Profession
26 th April 2007	University of Dundee	Supplementary Prescribing	New Programme
26 th April 2007	University of Wales, Bangor	PgDip Occupational Therapy	QAA Benchmarks
27 th April 2007	NEWI, Wrexham	PgDip Occupational Therapy	QAA Benchmarks
27 th April 2007	Queen Margaret University College	Extended Independent Prescribing and Supplementary Prescribing	New Programme

HPC attended its first multi-professional approval events in March. Initial feedback from education providers and visitors was positive.

The Department is now mid-way through its peak period (February – June), with an average of 12 visits per month.

2. Approval visits 2007/08

We have begun scheduling visits from September 2007 – June 2008. We currently have eight visits arranged. The Department intends to contact all education providers in late May/early June to remind them of the six month notice period required for visits.

3. Annual Monitoring

Between 1st March – 30th April 2007, the Department received 14 declaration and 51 audit submissions. All have been prepared for Committee meetings and assessment days respectively. The Department held two assessment days in February 2007 and April 2007, which considered 20 and 40 audit submissions respectively. A further two assessment days in May and June will consider the remainder of audit submissions.

4. Minor and Major Changes

Between 1st March – 30th April 2007, the Department received six minor/major change submissions. All of these have been forwarded to visitors, to consider by correspondence. Two recommendations are ready to be made to the Education and Training Panel in late May 2007, whilst the other four are still under consideration.

5. Communication with Stakeholders

The approval process supplementary information was finalised in March 2007, along with a visit protocol document. Electronic versions of both documents have been added to the HPC website. Hard copies were mailed to education providers and visitors, along with the SETs guidance finalised in February 2007.

6. Employees

The Department welcomed three new members in April/May 2007. Tracey Samuel-Smith, an Education Officer, joined on 2nd April 2007 and Marva Stewart, a Team Administrator, joined on 16th April 2007. John Archibald (previously from UK Registrations) joined the team on 2nd May 2007.

1. Media and Campaigns

Since our last report we have issued three fitness to practise press releases on professionals who have been struck off or suspended. We have also issued press releases on the publication of our fees consultation key decisions document and the new speech and language therapist Council member.

Through March and April coverage has included nine pieces of fitness to practise coverage in a range of newspapers, including The Daily Telegraph, The Daily Mail, South Wales Evening Post and Oldham Advertiser. We have received eight pieces of coverage in professional journals including The Operating Theatre Journal, The Biomedical Scientist, Chiropody Review, Synergy News, Podiatry Now and the Journal of Podiatric Medicine.

In addition to this, the Department has responded to 18 press enquiries on a range of issues, mainly relating to fitness to practise issues.

We issued a press release in response to the Government's White Paper on the future of healthcare regulation which was published on 21st February. As reported to the Communications Committee in February, we secured coverage in The Daily Telegraph and Marc Seale carried out nine radio interviews which were broadcast across 24 local radio stations, including the Midlands and Channel Islands.

We have appointed a press agency to work with us on a media programme for the year and are in the process of appointing an advertising and design agency to support our public facing communications.

2. Web

'Phase 2' of the website development continues. This work will involve improvements to the usability of the website, including enhanced search and display facilities and a slight restructure to the navigation to make the education and fitness to practise information more accessible. The content management system is also being improved which will benefit website administrators. The hpc-uk.org site is receiving approximately 70,000 hits per month and the Web Manager is currently working on the production of regular statistical information which can be used for reporting and planning purposes.

3. Public Affairs and Stakeholder Communications

Anna van der Gaag and Christine Farrell represented the HPC at the April meeting of the Joint UK Health and Social Care Regulators PPI Group and Christine Farrell presented on the "International context of PPI in the education and training of health professionals" at the group's recent "Involving service users in the accreditation of education providers" seminar which was the second in the series on sharing experience and good practice in patient and public involvement for the regulatory sector.

4. Employees

The new Public Affairs Manager started on 16th May 2007. The team recently attended an awayday which was facilitated by GB Training. The aim was to explore preferred communication styles and team roles (Belbin). We also put theory into practice and spent a day creating a sensory garden for a respite home for disabled children. The feedback has been very good and all team members felt it was worthwhile and an opportunity to reinforce our team working and values.

5. Events

Approximately 95 registrants attended the final two Listening Events for 2006 – 2007 in Aberystwyth and Worcester. The 2007 – 2008 programme started in April in Portsmouth and Folkestone, with approximately 144 people attending. Feedback from both sets of events was positive and evaluation reports for both have been included in these meeting papers for the Council to note. Our next set of Listening events will take place in Dumfries and Lancaster on 10th and 12th July 2007.

The HPC exhibited at the Patient Information Forum in Hammersmith in February and the Managing Long Term Conditions conference in Telford in March – the audience at each was a mixture of GPs, patient representative groups, NHS PALs representatives, GP Practice Managers and District/Community Nurses. Our forthcoming programme includes Primary Care 2007 in May, the Institute of Biomedical Science Congress in September 2007 and NHS Employers in October 2007.

Since the last report, the Department has given six talks across the UK to groups of students and registrants including University College London (speech and language therapists), University of Leicester (chiropractors/podiatrists) and The National Hospital for Neurology and Neurosurgery (registrants). During June we will be delivering a talk at Coventry University to physiotherapy students and speaking about CPD at the Annual BUPA conference.

6. Internal Communications

The recommendations from the audit have now been disseminated throughout the organisation and incorporated into the communications workplan. Work will start shortly on the review of the intranet and planning for the All Employee AwayDay resulted in a successful day on 18th May .

7. Publications

The tenth edition of our e-newsletter, HPC In Focus, was published on Friday 5th April. Since publication, nearly 800 people have downloaded this issue from the website. As standard, the newsletter is sent direct to over 3,000 email addresses – and this number continues to increase. The next edition will be published on Friday 1st June.

The Department continues to manage the publications process for departments, working on the Approvals and Monitoring, Fitness to Practise and Corporate annual reports, as well as the guidance on confidentiality (for consultation) and the consultation document for the standards of conduct, performance and ethics. The Department has also supported the recent review of all application and renewal forms and accompanying guidance notes. The refreshing of our visual identity is progressing well. The in-house production of an updated 'house style' (and supporting guidance documents) is nearing completion. This, along with a range of production process information, will form part of a new, dedicated 'Publications' section on the HPC intranet.

The Department is also responding to approximately 6-10 requests per week for information. Recently there have been a lot of requests for car stickers. About 70% of requests are for promotional materials such as these and the 'Be safe be sure' leaflets. Many registrants who request these express their desire to assist in the promotion of the HPC as well as their own registered status. We receive a significant number of requests from employers for car stickers and posters to distribute to employees. Approximately 25% of requests are from education providers for publications, such as the Standards of Proficiency and Standards of Conduct, Performance and Ethics, to distribute to students.

1. General

The Finance Department has produced the February year-to-date Management Accounts and is currently preparing publication of the March year-to-date Management Accounts.

2. Supplier payments

At the end of February, at least 97% by value of the £417k Creditor payments (Feb Purchase Ledger) are in the 30 days or less category in the Aged Creditors Listing.

3. Income collection cycle

Direct debit collections of registrants’ fees (cover at least 83% of renewal fees by value) are done by the Finance Department, with collections made two months in advance. Occupational therapy and physiotherapy collections occurred in March, ODP, biomedical scientists and arts therapists further fee collections in April. Most of the income comprises renewal fees collected.

4. Funds under Management

At mid-April, the Business Reserve account balance was £673k earning an interest rate of 2% per annum. A further £4.08M is invested in the Special Interest Bearing Account (SIBA) on a rolling monthly basis, earning 5.25% per annum. NatWest, Barclays and HSBC are active Money Market providers for HPC. The current market value of funds in our investment portfolio is approx £1.8M. We are in compliance with the Reserves Policy level which the Finance and Resources Committee-approved in November 2005.

5. Fee Change Project

The Fee Change and Key Decisions documents were approved by the Council at on 29th March. Work continues on the LISA aspects and changes to the orthoptists & paramedics renewals process – refer Fee Rise Project Plan.

7. 2006/07 Year-End Reporting

Work is in progress on completing the 22-26 Stannary St Ltd and HPC Consolidated Financial Statements and preparation for the forthcoming Baker Tilly Audit. Work is also in progress to generate year end payroll information (P14 & P35 forms to HMRC and P60’s to employees) and preparation for setting up eligible new pension scheme joiners.

8. Employee training and levels

There is a team of six full-time employees in the Finance Department, including the Director of Finance. Three Finance employees are enrolled in after-hours, part-time professional accountancy qualifications (CIMA, AAT and ACCA) at present. Temporary employees are periodically taken on to cover for permanent employees on annual, study or sick-leave and to help clear work backlogs (to maintain agreed service levels).

9. Significant Financial Projects/Issues (next few months in descending priority order)

- Progress the Fee Change project (to go live in June 2007)
- Progress the pension scheme issues – see separate paper
- Progress the Intermediate Lapsing Project MP11 (delayed to go live in June 2007 so that can be rolled out with the fee changes and renewals changes)
- Introduce project financial reporting from 1st April

10. Facilities Management Report Employees

There are six permanent employees, including the Facilities Manager.

22-26 Stannary St Building Project

Space-planning is in progress for the period before and during 22-26 Stannary Street refit work.

Planning approval and building control approval was obtained on the 16th of April from Lambeth Council for the building work. Following tender, we expect the building work for 22-26 Stannary Street to commence onsite in July 2007 and to be completed in January.

Health and Safety Issues

EMT consultation on the Lawrence Webster Forrest Health & Safety and Fire Safety policies was completed in April. Implementation of the policies (H&S training etc) will occur in the new budget year, dates to be determined.

1. Decisions

Struck Off

Glynmore Evans, paramedic - misuse of drugs and alcohol
 Helen Taylor, operating department practitioner – misuse of controlled drugs

Suspension

Alloysius Ogoke, radiographer – failure to meet requisite standards of proficiency
 David Adams, physiotherapist – failure to meet requisite standards of proficiency
 Karl Thorne, paramedic – theft from employer
 Ann Bickerstaff, occupational therapist – poor record keeping and documentation

Conditions of Practice

Frank Mullen, paramedic – poor treatment of patient
 Royden Harrill, paramedic – poor treatment
 Neil Sandford, radiographer – incorrect interpretation of examinations
 Peter Cozens, paramedic – fell below standards of proficiency

Caution

Michael Bamidele, radiographer – behaved in an inappropriate manner
 Edward Davis, chiropractist – accessed inappropriate websites
 Paul Yarwood, prosthetist and orthotist – pursued a course of conduct that amounted to harassment
 Christopher Warren, operating department practitioner – attended work under the influence of alcohol
 James Pitt, paramedic – failure to provide appropriate care
 Michael Watson, paramedic – failure to provide appropriate care
 Mnohar Dhami, biomedical scientist – voyeurism
 Phillip Langridge, paramedic – self-administered Entonox
 Andrew Read, paramedic – treatment of a patient

No Further Action

Clare Smith, physiotherapist – missing patient records

Hiral Soni Hiral, physiotherapist – incorrect entry

Not Found

Three allegations were not well founded

Part Heard/Adjourned

5 cases were adjourned/part heard

Review Hearings

Jitendra Singh, occupational therapist – suspension continued
 Sean Clarke, biomedical scientist – suspension continued
 Jane Batterton, biomedical scientist – suspension continued
 Rosemary Fisher, speech and language therapist, suspension continued
 Cristina Reyburn, speech and language therapist, conditions revoked, suspension imposed
 Peter Morely, paramedic – conditions revoked
 Brian Walters, biomedical scientist, conditions revoked, suspension imposed

Interim Orders

Interim orders have been granted in the following cases:

Kevin Watson, operating department practitioner
 Gerard Lawlor, paramedic
 Yves Dereix, physiotherapist
 Leanne Russell, occupational therapist

The following interim orders have been reviewed:

Keith Butcher
 Derek Dredge
 John Jarvis
 Adrian Prydden
 Richard Fitch
 Benjamin Lavender
 Christopher Wall
 Gavin Hall
 John Haslam

David Wright
David Pratt

2. Investigating Committee

48 allegations and five enquiries were received in March and April. Panels considered 32 cases and found that there was a case to answer in 19 cases. At the end of April there were 225 cases within the remit of the Investigating Committee.

3. Conduct and Competence Committee

At the end of April there were 130 cases within the remit of the Conduct and Competence Committee

4. Health Committee

At the end of April there were six cases within the remit of the Health Committee

5. Review Hearings

At the end of April there were 71 registrants subject to conditions of practice or suspension orders

6. Hearing Arrangements

As at 14th May 2007, 54 full hearings are fixed before the end of September 2007. A further 31 full hearings are now ready to be fixed.

7. Registration Appeals

11 appeals were received in March. At the end of April there were 55 open registration appeals.

8. Health and character

26 health and character declarations were received in March and April. At the end of April there were 20 open cases.

9. Protection of title

36 complaints about the misuse of title were received in March and April. At the end of April there were 44 open cases.

10. Other Information

The Department is currently undertaking a BTEC in Investigative Practice.

Members of the Department have also undergone/undertaking training or courses in counselling, organisation skills and minute taking. Eve Seall is undertaking a Graduate Diploma in Law.

The following meetings have taken place:

Vetting and Barring Regulatory group

NCAS

Kingsley Napley

CHRE Fitness to Practise Forum

CHRE Common Datasets meeting

Listening Event – Folkestone

11. Resources

Ciara O'Dwyer joined the Department as a case manager on 30th April 2007, Anaru Smiler and Jonathan Dillon have joined the Department as hearings officers on 14th and 21st May 2007 respectively. Michael Calligy left the organisation on 27th April 2007. We currently have one temporary case manager, one temporary hearings officer and one temporary administrator working in the Department. Advertisements for three new case managers and one administrator have been issued.

1. Employee Resourcing

The Public Affairs vacancy in the Communications Department has been re-advertised (sourced through agencies) and interviews were held on 23rd April. These were successful and Nina Blunck commenced on 16th May.

Two Hearings Officer vacancies within the Fitness to Practise Department have been advertised – one a new post approved in the 2007/2008 budget, and one a replacement post which arose due to an internal promotion. Interviews were held on 26th April and appointments made to both posts. Anaru Smiler, an internal candidate was appointed, and Jonathon Dillon, an external candidate is due to commence on 21st May.

Following the appointment of a Project Co-ordinator in March, the employment offer had to be withdrawn after the HR Department discovered that the candidate chosen could not provide proof of their qualifications. This post will now have been re-advertised, with a very positive response so far from the advertisement placed in the Guardian newspaper, and interviews will take place in June.

Two Education Administrators have been appointed to the vacancies in the Approvals and Monitoring Department. One was internal (John Archibald, formerly a Registrations Officer) and one external (Marva Stewart). This Department is now fully staffed, not only with Education Officers but also with Administrators.

Following interviews for the three Team Leader vacancies across the Registrations Departments, three appointments have been made. Deborah Dawkins and Adam Mawson (internal candidates) were successful in the roles, as well as an external candidate, Smeeta Pydiah, who brings a great deal of callcentre experience to HPC.

Following re-advertising for a Quality Manager after the resignation of our previous Quality Manager, interviews will be held in June

As there are several vacancies remaining in the Registrations Departments, these have all been advertised with the closing date this week.

The budget this year saw the approval of an additional Fitness to Practise Team Administrator and several new Case Managers. Three of these posts will be advertised in May and June.

2. Pension Scheme – Employee Relations Issues

Assisting the Director of Finance in managing the employee relations side of the new pension scheme roll-out, has once again been a very time consuming exercise for the HR Department over the past few months.

Key activities have involved reviewing the “fine print” of the new scheme, working with the Finance Department and Mark Futcher (external Pensions Advisor from Barnett Waddingham) to finalise the presentation and information to be provided to current pension scheme members, and formulating all the documentation which is associated internally with setting up a new scheme.

A meeting was scheduled for existing pension scheme members to provide information about the new scheme on 30th April. Mark Futcher led the meeting, after which people now have an opportunity to go and seek their own independent pensions/ financial advice and then take a decision on whether to join the new pension scheme offered.

Following the meeting with current pension scheme members, work has commenced on rolling out the new scheme to all other employees and meetings are currently being arranged.

3. Diversity Training for Employees

As part of the overall Equality and Diversity Project training has commenced for all employees on diversity. The Registrations and Office Services Departments have already completed the training, and the rest of the organisation will receive training at various intervals with a completion date by December for all employees being trained.

1. Employees

There have been no changes.

2. General IT Infrastructure

- Full data replication running overnight without issues
- New VPN policy being rolled out to laptop users with options for connecting to HPC offices or DR site from remote locations.

3. Additional planning activities

- IT strategy being implemented
- IT work-plan being implemented

4. Projects

LISA – current

Working with OPS and project teams on completing following projects:

- fee change project – testing completed ahead of time – rolling out 17th May 2007
- intermediate lapsing project – testing starting
- trust register look up project – testing in progress
- authentication and online contact management – testing in progress
- renewals project – testing ICR with scanning equipment on new test server

LISA – future 2007-8

Meetings held with Digital Steps to determine ways of delivering requirements for these projects.

- CPD two year project, first segment determine level of integration for first stage of project.
- Professional Qualifications Directive requirements gathering in detail – legislation not yet finalised.

- LISA access rights – restricting functions to Finance Department awaiting more detail
- Equality & Diversity project – determine if discrete linkage to registrant is required.
- LISA changes to facilitate new professions acquisition by the HPC IT Department rather than Digital Steps.

Finance systems

An upgrade has been prescribed by the existing Sage support company to move to a windows SQL server based system. Sarbanes – Oxley legislation in the US now requires purchase orders to be “typewritten” as opposed to “handwritten” for our US-based suppliers.

Business continuity & security

Penetration testing is taking place with National Computing Centre currently, to examine the strength of our externally facing defences. Evaluating internal intrusion detection technologies.

5. Environmental Issues – IT related

The Waste Electrical and Electronic Equipment regulations due to go live in July 2007. Suppliers will now be responsible for disposing of their products at the end of the useful life of the item.

6. Information Services

Departmental meetings to discuss file storage requirements and document control before re-launch of document control taking place. Possible new archiving/storage suppliers being evaluated. Meetings with Bircham Dyson Bell to determine the needs for a Subject Information Statement, longterm retention of hardcopy documents and the use of scanning procedures to negate the need for paper copy storage of applications and renewals.

1. Partner Reappointments Process 2007

The overall majority of Partners have responded to the initial letter asking if they wished to be reappointed. A total of 40 Partners still have not responded. Those who had not responded to the initial letter were sent a second reminder asking the Partner to submit their initial form to be considered for reappointment. The reminder letter also explains that if they did respond by the specified date then their Partner Agreement would cease.

All of the criteria for reappointments process have now been set with the relevant departmental head. The criteria for reappointment selection this year are much more competency based and ask Partners to demonstrate/describe specific skills. The reappointments criteria will be sent to Partners week commencing 16th April 2007.

The majority of Partners have requested their documentation via electronic mail and only a handful have asked for the documentation to be sent by the post. All Partners are reminded that when submitting documentation this should be in either 14-point bold writing or large legible print. The letter clearly states when the HPC requires the documentation back by.

Meetings will be held on the 22nd, 28th and 29th June 2007 with myself, departmental heads, and the independent assessor from the Office of the Commissioner for Public Appointments. It is anticipated that Partners that are not reappointed will be sent a letter which has been approved by the Office of the Commissioner for Public Appointments advising them of this.

Partners who are successfully reappointed will be appointed on a one year tenure. This will ensure consistency of Partner Agreement expirations.

2. Equality and Diversity

At the recent Registration Assessor Refresher Day, all Partners were asked to complete an Equality and Diversity Monitoring Form. Since this was not a compulsory form, not all Partners completed the form. I will be carrying out an analysis of this data in the coming weeks

I will be leading the internal working group for Equality and Diversity. This is vital part of the Equality and Diversity work for the HPC. The main function of the internal working group will be to impact assess policies and procedures of the HPC.

3. Registration Assessor Refresher Training

The last Registration Assessor refresher training was held. I am in the process of analysing and evaluating the responses from the Training Evaluations forms received. Once the overall training has been analysed then I intend to compile a thorough training report.

4. Panel Chair and Legal Assessor Training

Training is been organised for the Panel Chairs and Legal Assessors Partners that are used by the Fitness to Practise Department. The day is due to be held on the 5th June 2007. It is expected that the training will be split into half-days. The first half of the day will be for the Panel Chairs and then the second part of the day will be for the Legal Assessors. The whole day will consist of an update from the Fitness to Practise Department on particular issues relating to fitness to practise hearings. The day will also include an update from the Partner Manager.

1. Meetings undertaken by the Policy & Standards team

- Skills for Health Emergency Medical Technician working group meeting, 3rd April
- Professor Michael Pittilo, Chair of Complementary and Alternative Medicine Steering Group, 4th April
- Scottish branch of Institute of Medical Illustrators, 10th April
- Audrey Cowie, Scottish Executive, 11th April
- NHS Education for Scotland, 11th April
- Alliance of UK Health regulators in Europe, 11th April
- CPD Presentation, Barts and the London NHS Trust
- UK Physicians' Assistants Association, 13th April
- HPC Listening Event, Portsmouth, 17th April
- CHRE Clear Boundaries Project, Education strand meeting, 17th April
- General Medical Council, 18th April
- Joint Regulators' PPI Forum, seminar 20th April
- British Association of Counselling and Psychotherapy, 23rd April
- CHRE Clear Boundaries Project, 25th April
- Naidex, 26th April
- British Association of Counselling and Psychotherapy, 26th April
- Bircham Dyson Bell, 27th April
- Oakleigh Consulting (consultants for Skills for Health), 27th April
- General Medical Council, 30th April
- Physiotherapy practice development day, Glasgow, 3rd May
- Partners Forum, Skills for Health, 3rd May
- Complementary and Alternative Medicine Chairs Group, 4th May
- Skills for Health, web-based solution meeting, 4th May
- Anglia Ruskin University, visit, 8th- 9th May

- Security Industry Authority, 8th May
- Department of Microbiology, St. Bartholomew's and the London NHS Trust, 9th May
- Regulation Branch, Department of Health, 10th May
- National Clinical Assessment Service, 16th May
- IBMS South-East Region Annual General Meeting, 16th May
- Higher Education Regulation Review Group Concordat workshop, 16th May
- The Alliance of Private Sector Practitioners, 20th May
- Nursing and Midwifery Council, 21st May
- The Chartered Society of Physiotherapy, 21st May
- Nursing and Midwifery Council, Code of Conduct Meeting, 23rd May
- Witness, boundaries training session, 25th May
- London Ambulance Service, 25th May
- Skills for Health, web-based solution meeting, 30th May

2. Policy & Standards workplan

This document, which lays out the work priorities for the Department, is the subject of a paper to the Council.

3. The White Paper

The Council is awaiting the publication of the implementation plan, which will set out a timetable for the implementation of the recommendations in the white paper. This may be published at a Department of Health meeting on 5th June.

4. CHRE performance review

CHRE has published the results of their performance review of all nine regulators. The results have been published on the CHRE website.

5. Consultations

- Standards of Conduct, Performance and Ethics, and confidentiality guidance

The Council's suggested changes to the Standards of Conduct, Performance and Ethics will be the subject of a consultation which will begin in June. A consultation on the confidentiality guidance will run in parallel with this. The Department is exploring with the Communications Department how this consultation could be tied in with the Council's Listening Events in July.

- Standard of Education and Training 6.7.5

The results of this consultation were agreed by the Education and Training Committee, and are the subject of a paper to this meeting of the Council.

6. European Union

The Professional Qualifications Directive is expected to pass into UK law in October this year. The Department has been liaising with the Department of Health, the Department for Education and Skills, and other regulators, regarding the implications for HPC, including temporary registration, which is the subject of a discussion paper to the Council.

7. Higher Education Regulation Review Group (HERRG)

After the Education and Training Committee's discussion of the HERRG concordat at its meeting in March 2007, the Department has been investigating how HPC could sign up to it. This will be the topic of a paper to the Education and Training Committee in June.

1. Operational Performance

a) Telephone Calls

i) UK Department – During the period from the 1st March 2007 to 30th April 2007 the Department received a total of 6,963 telephone calls, 98.5% of which were answered. This is a 14% improvement on the same period last year. The Department has again continued to improve the ‘time to answer’ (TTA) all calls, with the average TTA improving from 73 seconds for the same period last year to 20.5 seconds this year.

ii) International Department – During the period from the 1st March 2007 to 30th April 2007 the Department received a total of 2,073 telephone calls, 96.5% of calls were answered. This is an 14% improvement on the same period last year. The average TTA improved from 17 seconds for the same period last year to 13 seconds this year.

b) Application Processing

i) UK Department – A total of 720 new applications were received during this period and 780 individuals were registered. Applications took on average two working days to process.

Applications for readmission were taking an average of two working days to process.

ii) International Department – A total of 486 new international applications were received in this period and 433 individuals were registered. The Department is still processing applications on the same day they are received.

c) Emails

i) UK Department – The Department is receiving approximately 20/30 emails per day and is managing to respond to these within a couple of hours in most cases.

ii) International Department – The Department is receiving approximately 30/40 emails per day and is responding to these within 24 hours of receipt.

d) Registration Renewal

There was no renewal activity during this period.

2. Employee Resource

Both teams are currently operating within their budgeted headcount, with operational effectiveness improving.

During the period Daryl Francis and Kelly Taverner who were both Registration Officers left the International Department and UK Department respectively. We recruited two Registration Officers, Martin Kentish and David Waddle, who both have previous customer service experience. We are currently actively recruiting for Registration Officer positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments. Following interview, two internal candidates, Deborah Dawkins and Adam Mawson, were successful in gaining secondments to the vacant International and UK Team Leader positions.

Throughout the month of April up to four Registration Officers have been involved on a daily basis with the system testing for the proposed amended renewal forms and the system changes to support the fee rise.

1. Equality and Diversity Training for Members

Equality and Diversity Training is being offered to all Council members on 9th July 2007.

2. New Council Members’ Induction

An induction day for new Council members will be held on Monday 18th June 2007.

3. Information Pack

All members have been sent updates for the members’ information pack. Members are encouraged to provide feedback.

4. Pre-Council and Post-Council Meeting Briefing

The Secretariat is preparing a pre-Council and post-Council meeting briefing. This is being circulated to other health regulators, relevant professional bodies and internally within HPC.

5. Fees Rules

The Health Professions Council (Registration and Fees) (Amendment) Rules Order of Council 2007 was made on 19th April 2007. The Rules were laid before Parliament on 27th April 2007 and will come into force on 1st June 2007. This is in line with our timetable for the fee change.

6. HPC Elections 2007

Ballot papers were despatched on 23rd April 2007. The elections will close on 25th May 2007.

7. Members’ Competency Based Review System

Telephone and face-to-face interviews with members are nearing completion. A paper detailing the feedback from the reviews will be considered at the Council meeting on 5th July 2007.

8. Re-appointment of Non-Council Committee Members

The re-appointment process for the medical practitioner members of the Fitness to Practise Committees has been completed. Two members have not sought re-appointment.

9. HPC Annual meeting

Preparations are beginning for the HPC annual meeting which will be held on 11th September 2007, after the Council meeting on that day.

10. Council Awayday

The October awayday will be held at the Vale Hotel in Cardiff. Full details will be circulated to members following completion of the Council elections.

11. HPC Annual Report

The committee sections of the annual report have been completed and signed off by the chairmen of each committee.

12. External Meetings

Members of the Secretariat attended the following external meetings since the last Council meeting:
 General Dental Council – Council Meeting
 Regulators Corporate Governance Meeting
 Student Talk at University College London
 Current Issues in Regulation - Hailsham Chambers

13. Secretariat Training

Freedom of Information Seminar
 Finance for Non-Financial Managers