

## Chief Executive's Report to Council meeting on 11 December 2008 Contents

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**1. Completed Meetings 1 September to 30 November 2008**

Scottish Govt Regulators Liaison Group	1 Sept
Scottish Govt White Paper Overarching Implementation Steering Group	1 Sept
IPEM annual conference dinner	3 Sept
Extending Professional Regulation WG	4 Sept
Association for Dance Movement Psychotherapy UK	5 Sept
Davis Langdon	5 Sept
Association of Clinical Scientists	11 Sept
NHS Education for Scotland	12 Sept
Liberal Democrat Party Conference	15 Sept
Professor Sue Hill, Department of Health	18 Sept
CLEAR annual conference	25-7 Sept
Conservative Party Conference	29 Sept
College of Psychoanalysts	13 Oct
British Psychological Society	17 Oct
Nursing & Midwifery Council	17 Oct
Dept of Health Legislation Programme Board	27 Oct
Regulation event (Scottish Government + regulators)	28-9 Oct
British Association for Applied Nutrition & Nutritional Therapy/Nutritional Therapy Council	30 Oct
Europe Economics	30 Oct
Institute of Biomedical Science dinner	30 Oct
British Association of Dramatherapists	4 Nov
Department of Health (Leeds)	10 Nov
Listening Event (Stoke-on-Trent)	11 Nov

CHRE Future of Regulation seminar	13 Nov
Extending Professional Regulation stakeholder event	18 Nov
Education presentation (Cardiff)	19 Nov
Welsh Assembly Government	19 Nov
Postgraduate Medical Education and Training Board	24 Nov
British Dietetic Association	25 Nov
Healthcare Scientist of the Year awards dinner	25 Nov
Healthcare Commission	26 Nov
Institute of Physics and Engineering in Medicine	27 Nov

**2. Scheduled Meetings**

Dept of Health Legislation Programme Board	1 Dec
Society of Chiropractors & Podiatrists	2 Dec
Society of Perfusionists	3 Dec
Royal Pharmaceutical Society of Great Britain	3 Dec
Institute of Biomedical Science	4 Dec
Kingsley Napley	5 Dec
PhysioFirst	9 Dec
NHS Confederation reception	10 Dec
CHRE Future of Regulation seminar	12 Dec
College of Operating Department Practitioners	15 Dec
Association for Perioperative Practice	16 Dec
British Association of Art Therapists	16 Dec
Chief Executives steering group	16 Dec

## **Human Resources**

No changes.

## **Quality Management System (QMS) review meetings and internal audits**

Below is a list of recent quality management system reviews:

- Information & Data security / Evaluation of potential new systems review
- Procurement updates have been completed and subsequently audited.

## **QMS process updates**

Project Management has been moved from Company wide processes to Support processes, reflecting its status as an operational department rather than just a process.

Information & Data security work across HPC – is ongoing  
The Poynter Review on the HMRC data loss has been analysed for lessons we may glean from the review process across government departments. The content is being discussed internally.

The HPC response to CHRE's report on NMC has been evaluated as part of the ISO Risk based audit approach.

## **BSI Audit**

The BSI audit was completed on 23rd October 2008. This external audit reviewed all Internal Quality Audits since April 2008, and then specifically audited Education - Approvals &

Monitoring; Partner Appointments and Contracts; Secretariat; Project Management; Management system organisation & review process.

Purchasing and Procurement were considered low risk and so a process description and evaluation of the scale of tendering sufficed.

We retain our certification.

The next BSI Audit dates for 2009 will be circulated shortly.

## **Business Continuity**

The Communications management plan is being enhanced to allow for multiple scenarios for which it may be used.

Further departmental tests are taking place over the next months, Education, Registrations, FTP. Details will be provided once testing has been completed.

## **Information & Data Management**

Significant effort has been put into analysing the results of the first CPD audit. This work has been provided to the Education and Training Committee. We are evaluating additional insurance to cover our data protection requirements at the paper archive, due to the reluctance of suppliers to take on our required levels of liability.

The archive stakeholder group are examining the responses as part of the decision making process.

### 1. Media and campaigns

Since the last report, we have issued 18 fitness to practise press releases on professionals who have been struck off or suspended from the Register.

We have also issued 4 news releases to the media including the HPC makes regulation recommendation to the Secretary of State, the HPC publishes fees consultation key decisions, the HPC re-elects Council President and the HPC receives positive performance review from health professions watchdog. All press releases can be viewed on the HPC website in the media and events section.

The campaign to increase awareness of HPC among older people was launched at the National Care Forum (a network of residential and care providers) at the beginning of November. We also attended the English Community Care Association (network of independent care homes) annual conference and will have a presence at the National Care Show in March 2009. Other activities planned include a mailing with literature to 22,000 care home managers across the UK and a regional media campaign based on local case studies. The joint media campaign with the British Dietetic Society to raise awareness of the protected title of “dietitian” and the importance of using a health professional had just been launched at the time of writing this report.

We have renewed our series of information adverts in the Yellow Pages (physiotherapy and chiropody sections) and on Yell.com (physiotherapy, chiropody and dietitian sections) as well as Google.

### 2. Public affairs and stakeholder communications

Since the last report, the Public Affairs Manager with the Chief Executive and President have represented the HPC at the Conservative, Labour and Liberal Democrat party conferences. As a member of the Health Hotel, along with 34 other representative organisations (including statutory bodies, charities and trade unions), the HPC took part in consultations with parliamentarians from the health teams of the three main political parties. This was to discuss future health policies and the direction of professional regulation. The Health Hotel events were well attended by political representatives and key stakeholders and were a good opportunity for the HPC to communicate its role in protecting the public

The Public Affairs Manager, with representatives from the Policy team, also attended the Scottish National Party Conference and the Democratic Unionist Party.

The second series of Employer Events are underway for HR Managers and Service Managers. 70 people attended the first event in London (27 November) and 80 attended the second in Cardiff (3 December). The format of the event has been developed based on feedback from the first round and detailed workshops on continuing professional development and fitness to practise have been included in the programme. The HPC has exhibited at the annual NHS Employers Conference.

### 3. Events

Since the last report, the HPC has attended and exhibited at the following events:

- Complaints Handling, Patient Feedback and Public Involvement: the new NHS management challenge;
- Primary Care Live;

- The Royal College of General Practitioners Annual National Primary Care Conference;
- A Practical Guide to Handling Resolving and learning from Complaints;
- The Chartered Society of Physiotherapists Congress 2008;
- Chief Health Profession Officer's conference; and
- The Society of Chiropodists and Podiatrists Annual Conference.

The HPC was represented at these events by employees from Fitness to Practise, Policy and Standards, Registrations and the Communications team.

In addition to these events, the HPC organised a tree planting ceremony on 25 November and invited local neighbours to join Kate Hoey, MP for Vauxhall, and the HPC President plant the three saplings purchased by the HPC as part of its corporate social responsibility commitment.

The Listening Events on 11 November in Stoke-on-Trent and on 13 November in Lincoln went well with the workshop discussions focusing on continuing professional development and communications. The next set will take place in Enniskillen and Craigavon in Northern Ireland on 13 and 15 January 2009.

#### **4. Publications**

Since the last report, the Publications Manager has been working on the following publications.

- HPC In Focus 19, distributed Friday 3 October 2008
- HPC In Focus 20, distributed Friday 5 December 2008.
- Revised Standards of proficiency for operating department practitioners, published Friday 31 October.

- A new all-employee newsletter called 'HPC Update' was launched at the all-employee meeting on Tuesday 4 November 2008.
- Annual monitoring – supplementary information for education providers, published Friday 21 November 2008
- Approvals process – supplementary information for education providers, publication due December 2008.
- Fitness to practise annual report, due December 2008.

The public information materials are being revised following input from Connect (23/9/08) and Plain English, publication due early 2009.

#### **4. Communications support for organisational activities**

**CPD:** the programme of talks and workshops are now booked until January 2009 with several extended tours of the home countries planned for 2009. There have now been more than 100 talks delivered to over 7000 registrants across the UK.

**Registration and renewals:** the communications team has supported the registration department in the renewals process through a range of activities including articles in relevant journals, active contact with professional bodies and a series of communications with service managers. It is intended to develop this communications programme for all professions renewing in 2009.

### Approval process

The Department has spent the last few months progressing the outstanding work from the last academic year's approval visits and preparing for this academic year's cycle.

There was an unusually high number of un-concluded approval visits from the last academic year (22% compared to 4% last year) so this has kept the operational process work higher than expected. It is envisaged that most of these programmes will have their approval/re-approval confirmed at the February 2009 meeting of the Education and Training Panel. All of these programmes retain their open ended approval until the final decision of these Education and Training Panels.

The Department currently has 31 visits scheduled for this academic year (Sept 08 – July 09), covering 72 programmes. This includes 6 multi-professional visits, which is the highest number scheduled within an academic year. The schedule is now closed from Sept 08 – May 09, as we require six months notice. Education providers have until December 2008 to request a visit before July 09.

### Annual monitoring process

The Department has spent the last few months finalising the work from the last academic year's annual monitoring cycle and preparing for this academic year's cycle.

The final audit submission from the last academic year was considered by visitors and signed off at the October meeting of the Education and Training Panel. The 3 programmes requiring a follow up approval visit from the last academic year have had their visit scheduled in the current academic year.

The Department has updated the publication 'annual monitoring – supplementary information for education providers' and sent copies to all education providers, along with a tailored letter outlining their specific requirements in the new academic year. It is anticipated that the peak workload will occur between January – May 2009. Anticipated submission numbers are listed below. We envisage holding five assessment days (two in February; one in March, one in April and one in May) and considering a small number of audit submissions by correspondence.

Audit submissions	187
Declaration forms	174
Total	361

### Major change process

The Department has spent the last few months working on a steady number of major change submissions. Fewer submissions were received in the last two months, which has allowed the higher number of submissions from July – September 2008 to be progressed. The table below shows the number of submissions which have gone through to the full major change process. A higher number have been received by the Department, but filtered out and directed to the approval or annual monitoring process, as part of the notification stage.

Month	Submissions	Programmes
Sep 08	9	15
Oct 08	1	2
Nov 08*	1	2

(\* data until 20 November 2008 only)

## Education seminars

Over the last few months, the Department has focused resources on preparing and delivering six education seminars. The location and dates are listed below:

London	16 October 2008
Glasgow	28 October 2008
Liverpool	4 November 2008
Belfast	11 November 2008
Cardiff	19 November 2008
London	3 December 2008

86 attended the seminars in total, representing over 30 education providers and stakeholders.

The seminars were interactive and included facilitated sessions and activities on the standards of education and training consultation, service user involvement in our education policies and processes, the quality assurance burden on education providers and the three operational processes.

Feedback on the revised standards of education and training has subsequently been written up and submitted as a formal response to the public consultation. Feedback on the quality assurance burden and the three operational processes will be considered by the Department at our next away day. Feedback on service user involvement in our education policies and processes will contribute to the response to the CHRE performance review recommendation in this area. This is due to be considered at the next Committee meeting in March 2009.

The Department intend to collate formal feedback from the seminars in early 2009, but initial informal feedback has been

overwhelming positive. Attendees have welcomed the opportunity to feedback on their experiences with us and contribute to future developments.

## Partners

The Department completed a programme of refresher visitor training in September and October 2008. The programme consisted of three two-day sessions; with 46 visitors attending in total. The days included sessions on our standards, decision-making, confidentiality, conflicts of interests, annual monitoring, major change, communication skills, future developments and equality and diversity. The Partners Department is intending to collate a feedback report on all partner training at the end of the financial year.

The Department has worked with the Partners Department over the last few months to finalise the recruitment activities for the contingency recruitment of practitioner psychologist visitors and hearing aid dispenser visitors. Advertisements are currently out for both roles, with short listing arranged for December 2008 (practitioner psychologists) and January 2009 (hearing aid dispensers) and interviews in January 2009 (practitioner psychologists) and February 2009 (hearing aid dispensers).

## Liaison with stakeholders

Members of the Department have met with the following groups over the last few months;

- Orthotic Education and Training Trust;
- British Psychological Society;
- NMAHP Common core curriculum scoping project;
- Academic Registrars Council (subjects allied to medicine sub group); and
- Education Inter-regulatory Group.

### **General**

Since the last Committee Meeting, the Finance department has produced the September Management Accounts and is currently working on preparing the October Management Accounts.

### **Supplier payments**

At the end of September, at least 99% by value of the £383k Creditor payments (September Aged Creditor Listing) are in the 30 days or less category.

### **Fee adjustments and income receipts handling**

At 29 October, there was a 1 day backlog in Registrant direct debit cancellations and amendments. We had about 0.5 days processing backlog on rejected payments/refunds and no backlog on mid-cycle lapsing of Registrants. The banking of Registrant cheques is up to date and there is about a 2 day backlog on credit card reconciliations.

### **Income Collection cycle**

Direct debit collections of Registrants' fees (cover at least 79% of renewal fees by value) are done by the Finance Dept, with collections made two months in advance. AS, BS and ODP collections occurred in early October. DT collections are scheduled for early November. Most of the income comprises Renewal fees collected.

### **Funds under Management**

At 27 October, the Business Reserve account balance was £391k, earning an interest rate of 1.75% per annum. A further £5.6M was invested in the Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 4.5% per annum. Refer separate paper.

The value of HPC's investment portfolio (excluding £182k portfolio cash) at the end of September was £1.49M. The investment portfolio value including cash was £1.672M. This compares with £1.99M at 30 September 2007. Refer separate paper.

Regarding the Reserves Policy, three average 2008/09 budgeted months of Operating Expenses totalled £3.37M. At the end of September, the sum of Investments and Working Capital totalled £5.8M.

### **Pensions**

In October, there were 58 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the "notional" members. Note there are also approx 26 ex employees (CPSM & HPC employees during 1994-07) who have money remaining in the Flexiplan scheme.

Refer separate papers for an update on the closure of the Flexiplan scheme and old CPSM scheme.

### **Employee training and staffing levels**

Excluding the Transaction Officer vacancy, there are seven full-time permanent & fixed term employees in the dept. Temp staff are periodically hired to cover for staff on annual or sick leave and to help achieve Finance dept service level targets.

### **Significant Financial Projects/Issues (next few months)**

- Hire a permanent Transaction Officer
- Assist PKF in completing the Finance systems internal audit
- Annual Budget planning including Projects
- Complete the 9 month Financial Reforecast
- Complete Fees Project for 1 April launch
- Investigate outsourcing payroll function

### **Procurement Report**

Following a six month trial, Co-operative Travel Management were appointed to replace Portman from 7 November.

Work is in progress on developing a generic supplier contract and updating the website with procurement guidance.



## Fitness to practise – Ms Kelly Johnson

### 1. Decisions

#### Struck Off

Pamela Jameson, paramedic  
Arul Rathina, physiotherapist  
Yves Dereix, physiotherapist  
Christopher Webster, operating department practitioner

#### Suspended

June Nottage, radiographer

#### Not well founded

1 case was not well founded in July

#### Adjourned/Part Heard

2 cases were adjourned in July

### 2. High Court appeals

There are currently 4 registrants who have appealed against decisions made by panels of the Conduct and Competence Committee. The appeal of Stanley Muscat has been listed for 20-22 October. We are awaiting dates in the other cases.

### 3. Investigating Committee

At the end of July there were 245 cases within the remit of the Investigating Committee. 61 new allegations/enquiries were received in July

### 4. Conduct and Competence Committee

At the end of July there were 180 cases within the remit of the Conduct and Competence Committee

### 5. Health Committee

At the end of July there were 6 cases within the remit of the Health Committee.

### 6. Review hearings

At the end of July there were 90 cases which were either subject to a conditions of practice or suspension order.

### 7. Health and character

90 health and character declaration were received in July. At the end of July there were 98 open health and character cases

### 8. Protection of title

40 complaints about protection of title were received in July. At the end of July there were 93 open protection of title cases

### 9. Other information

There is now a freephone telephone numbers for complainants to contact the Fitness to Practise Department regarding their allegation.

#### Meetings

Diane Hodgson  
Ian Todd, Director of Fitness to Practise NMC  
Jenni Richards – Counsel for High Court Appeal  
Ubiquis (Shorthand Writers)  
Unison  
Kingsley Napley Professional Regulation Seminar  
CHRE Initial Audit Stage Project Meeting  
Net Regulate Statuses Project

**Training/study**

Training took place for the whole team on dealing with people with mental health difficulties or high levels of stress. Two members of the team undertook “Getting Organised” training.

Nine new panel members from various professions including occupational therapists and prosthetists and orthotists, were trained over two days in July.

**Resources**

Merle McKinley McNair, PA to Kelly Johnson, has left the organisation and arrangements are being made to recruit a replacement. Nadia Auletta is currently filling the position on a temporary basis.

### **1. Employee resourcing**

Jacqueline Ladds, Director of Communications returned from a period of maternity leave on 30 June and the arrangements which had been made to cover her leave ceased.

The Director of Operations post was advertised on 11 June in the Guardian Newspaper. This was previously filled by Greg Ross-Sampson on a contractor basis and was advertised to fill the post on a permanent basis. The interview panel consisted of Anna van der Gaag, Barbara Stuart, Marc Seale and Larissa Foster, and interviews were held on 17 July. Greg Ross-Sampson was successful and has been appointed to the role on a permanent basis.

There is currently a vacancy for a Finance Officer due to the previous Finance Officer leaving the organisation. This was advertised in late August. Tyrone Reid, a contract Customer Services Manager in Registrations has left the organisation. A replacement will be recruited shortly.

We have advertised the role of CPD Communications Manager in the Communications Department as a full-time, permanent post in August. This has previously been filled by Mark Potter, Customer Services Manager, on a secondment basis. However the workload is now such that the role needs to be filled on a longer term basis. Interviews were held on 27 August.

### **2. Information and Consultation of Employees (ICE) Regulations 2004**

Following approval by the Finance and Resources Committee in June to adopt a pre-existing agreement if 25 per cent of employees voted to implement a consulting group, a presentation was given to all employees by the Director of

Human Resources about the ICE Regulations on 8 July. This provided employees with relevant information and gave them a two week period to vote. The votes will then be counted and the agreement progressed from there if enough employees vote to have one.

### **3. Management of Bond International**

The Human Resources Department has spent some time over the past month, with the help of the Director of IT, in managing better the relationship with Bond International, the supplier of the human resources data base (Professional Personnel) and employee HR intranet (HRinfo). This has resulted in better response times by Bond International, fuller investigations into any problems with the databases, and discounted rates on training and licences. It has also resulted in a weekly client meeting via conference call to Bond until the current technical difficulties are ironed out.

### **4. Employee attitude survey**

The employee attitude survey was put out to employees at the end of June for completion. After discussion the EMT agreed that this would be voluntarily completed by employees rather than compulsory, as this would be in keeping with the consultative and positive style of the survey generally. However, managers were asked to encourage strongly employees to complete it. 81 per cent of employees completed the survey. The results are currently being compiled and will be presented to employees and the Finance and Resources Committee in September 2008.

### Resource

- Recruitment process started for additional staff member as planned for in 2008/9 IT Workplan;
- ITIL training for one member of the team;
- Probationary Period training received by managers.

### General IT Infrastructure

- Quarterly penetration tests completed improved results and action plan in place;
- PC lifecycle management software application packaging continuing. Pilot Desktop machines created and being used by business departments;
- Remote disaster recovery server for the HPC mail service upgraded;

### Additional planning activities

- Council Away day;
- Home working policy development – now in draft;
- Planning for additional data cabling for Park House;
- Planning for upgrade of the Park House Mail Service software (Lotus Notes/Domino);
- Planning for reorganisation of disaster recovery File Server disk allocations to address space use;
- Planning for upgrade to the disaster recovery NetRegulate service server;
- Planning for the upgrade to the disaster recovery network;
- Planning session for Desktop technology refresh small project;
- Planning session for IT Away Day;
- Planning for the removal of obsolete documents from the NetRegulate file system;

- Presentation by hardware virtualisation organisation;
- Web meeting for IT Service Desk tool selection;
- Planning meetings for Online renewals, Equality and Diversity, FTP statuses and Hearing Aid council data take on projects.

### Projects

#### Registration system

- Practitioner Psychologists – prep for take-on continuing, data requirements confirmed;
- Online Renewals – Business flows, functional and non-functional requirements, Screen (usability) design completed. Application design, and Infrastructure design in progress. Selection of Infrastructure option complete, hosting tender document written and tender started. Database synchronisation report awaiting delivery;
- Hearing Aid Dispensers – awaiting clarification on delivery dates ;
- Equality and Diversity – complete; and
- FTP Statuses project requirements complete, build started.

#### Finance Systems

- Sage 200 – New support company BDE health check review;
- Planning for project to remove processed DI & DDI records;

#### HR System

- Starters and Leavers database development continuing;

#### FTP System

- Development of system to incorporate additional functionality completed.

### **Visitor Training**

Nineteen Visitors attended refresher training on 8<sup>th</sup> and 9<sup>th</sup> October. This completes half of the total number of Visitors attending refresher training for this year. The remainder are scheduled to complete refresher training during the next financial year.

### **Continuing Professional Development (CPD) Training**

Four Operating Department Practitioners (ODP) recently recruited as CPD Assessors attended a training session on 13<sup>th</sup> October. This was to compliment numbers that had previously been recruited and trained.

### **Registration Assessor Training**

One outstanding Arts Therapist Registration Assessor received training on 7<sup>th</sup> October.

### **Panel Member Training**

There were two single day sessions of Panel Member refresher training in October. This was held at The Oval and was attended by fifty-eight Panel Members in total.

### **Practitioner Psychologist Recruitment**

The second round of advertising for Practitioner Psychologist Partners commenced this month. The roles are being advertised in The British Psychological Society's journal and the Association of Educational Psychologists Appointments

Broadsheet. The closing date for the receipt of applications is 24<sup>th</sup> November.

### **Partner Appraisals**

The Panel Chair Appraisals continue to be rolled out for the month of October.

### **Partner Budget and Work Plan**

The first draft of the 2009/10 Partner budget has been completed as has the work plan. The main recruitment activity for next year is for CPD Assessors for the remaining professions.



## Policy and standards – Mr Michael Guthrie, Acting Head of Policy

### Meetings undertaken

- 27 August 2008 – Chartered Society of Physiotherapy
- 28 August 2008 – Council for Healthcare Regulatory Excellence
- 2 September 2008 – Professional body officers in Wales
- 3 September 2008 - National Leadership and Innovation Agency for Healthcare (Wales)
- 4 September 2008 - King's College London
- 5 September 2008 – Association of Dance Movement Psychotherapists
- 8 September 2008 – Joint regulators equality and diversity forum
- 9 September 2008 – E-Health stakeholder event
- 11 September 2008 - College of Occupational Therapists returners to practice study day
- 12 September 2008 - UK Council for Psychotherapy
- 12 September 2008 – Society and College of Radiographers learning reps, CPD talk
- 18 September 2008 – Relate
- 19 September 2008 – LASER group of biomedical scientists managers
- 19 September 2008 – Home Office
- 21-24 September 2008 - World Psychiatry Congress
- 24 September 2008 – CPD talk
- 29 September 2008 – Seminar on making nutritional health claims
- 29 September 2008 – Allied Health Professions Federation Education Leads
- 30 September 2008 – Connecting for Health engagement
- 30 September 2008 – Department of Health
- 2 October 2008 – Ipnosis
- 3 October 2008 – Chartered Society of Physiotherapy student meeting
- 7 October 2008 – Diane Waller
- 10 October 2008 – Association of Independent Hearing Healthcare Professionals
- 13 October 2008 – CPD assessor training
- 15 October 2008 – Amplifon
- 17-19 October 2008 – Scottish National Party conference
- 18 October 2008 - British Association for Counselling and Psychotherapy, annual conference
- 21 October 2008 – Chief Health Professions Officer's Conf.
- 22 October 2008 – British Psychological Society Representative Council meeting
- 22 October 2008 – Hearing Aid Council
- 23 October 2008 – Department for Business, Enterprise and Regulatory Reform
- 24 October 2008 – Westminster University, CPD talk
- 27 October 2008 – Department for Work and Pensions
- 31 October 2008 – CPD talk
- 1 November 2008 – British Association of Dramatherapists, student meeting
- 3 November 2008 – Eileen Thornton
- 4 November 2008 – Home Office
- 6 November 2008 – British Society of Hearing Aid Audiologists
- 8 November 2008 – Society and College of Radiographers East of England, CPD talk
- 10 November 2008 – Department of Health
- 11 November 2008 – Listening event, Stoke
- 12 November 2008 – CPD talk
- 12 November 2008 – Institute of Decontamination Sciences
- 13 November 2008 – Listening event, Lincoln
- 14 November 2008 - KSF Staff group
- 18 November 2008 – Allied Health Professions Forum Scotland
- 19 November 2008 – Board of Community Health Councils
- 19 November 2008 – Care Council for Wales
- 19 November 2008 – British Medical Association
- 20 November 2008 – Welsh Assembly Government

## **2. Consultations**

There are currently no open consultations.

## **3. Closed consultations**

### **Standards of education and training and standards of education and training guidance**

This consultation closed on 14 November 2008 and the results are now being analysed. The outcome from the consultation will be considered by the Education and Training Committee and Council in March 2009.

### **Standards of proficiency and the threshold level of qualification for entry to the Hearing Aid Audiologists/ Dispensers part of the Register**

This consultation closed on 15 October 2008. A paper about the outcome of the consultation is on the agenda for this meeting.

### **Amendment to the Health Professions Council (Registration and Fees) Rules Order of Council 2003**

This consultation closed on 10 November 2008. The outcome of this consultation will be brought back to the Council at a future meeting.

## **4. Professional Liaison Groups**

### **Continuing fitness to practice**

The work of this group has now been concluded. The group's report was approved by the Council at its October 2008 meeting.

The Executive will prepare a response to the report of the Department of Health Non-Medical Revalidation working group once this is published.

### **Psychotherapists and Counsellors**

The membership of the Professional Liaison Group has now been finalised and all successful and unsuccessful nominees advised of the outcome.

The call for ideas ended on 24 October 2008. We received a very encouraging response – 110 responses were received. A top-level summary of the responses will be considered at the first PLG meeting on 4 December 2008. The responses to the call for ideas will inform the papers considered at each meeting of the PLG.

The Department has also been responding to letters and emails from psychotherapists and counsellors and attending and speaking at meetings and events.

## **5. New professions**

### **Practitioner psychologists**

The Department has continued to participate in the cross-departmental project to bring on board the practitioner psychologists.

The results of the consultations on the standards of proficiency and threshold educational level are being analysed and will be considered by the Education and Training Committee and Council at their meetings following the publication of the section 60 order.



### **Hearing aid dispensers**

The Department has continued to participate in the cross-departmental project to bring on board hearing aid audiologists / dispensers.

The Department has continued to meet with stakeholders, including presenting with the Hearing Aid Council at three events run by professional bodies in the field.

### **6. Health and Character**

Draft guidance on health and character issues and ethical guidance for students are being considered at this Council meeting.

This guidance has been informed by the previous discussion of the Education and Training Committee and by input from student groups.

A consultation will be held from January to April 2009 on the draft documents.

### **7. Other projects**

The attached document provides a more detailed overview of the main discrete project areas being undertaken by the Department. This is intended to provide the Council with better information about the Department's activities.

This information forms part of a regular department report to the Executive Management Team.

N.B Some recently completed projects are included for information.

## Summary of current major policy and standards projects

### Key to tables

#### Status

This denotes the approximate 'phase' that the project is in.

1. Initiation; 2: Research / development / paper writing; 3. Consultation; 4. Finalisation; 5. Implementation

#### Dept

This denotes where the involvement or input of another department may be required for the upcoming milestone.

C: Communications; CE: Chief Executive; E: Education – Approvals and Monitoring; F: Finance; FT: Fitness to Practise; H: HR & Partners

I: Information Technology; OS: Office Services; R: Registration; S: Secretariat.

Project	Project explanation	Overall Deadline	Upcoming milestone	Milestone date	Dept	Status
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PT: Denotes the relevant project team for a cross-departmental project.

Psychologists SOPs	Analysis of consultation responses and finalisation of standards	ETC/Council TBC	Considered by Committee/ Council following publication of section 60 order	TBC	PT	4
Psychologists Threshold level	Analysis of consultation responses and finalisation of threshold level	ETC/Council TBC	Considered by Committee/ Council following publication of section 60 order	TBC	PT	4
Hearing Aid Council	SOPs, SETs and Rule amendments	ETC/Council Dec 08	ETC / Council paper complete	Nov 08	PT	4
Counsellors & Psychotherapists PLG	PLG to make recommendations about regulation	Council July 09	Call for ideas analysis / PLG paper writing	Nov 08	CE	2/3

Project	Project explanation	Overall Deadline	Upcoming milestone	Milestone date	Dept	Status
<b>Standards / Guidance</b>						
Amendments to SOPs for Chiroprodists / Podiatrists	LA/POM standards to become compulsory	1 September 09 (Effective date)	Effective date / operational changes	1 Sep 09	R,E	5
Amendment to SOPs for radiographers	Analysis of consultation responses	Council Oct 08	<b>THIS PROJECT IS NOW COMPLETE</b>	N/A	E, R	5
Health and character guidance (criminal convictions)	Guidance on health and character issues for education providers & registrants	Nov 09 (publication)	ETC/Council sign-off for consultation	Dec 08	FT, E	2
Student SCPE/ guidance	Guidance on conduct/behaviour for students	Nov 09 (publication)	ETC/Council sign off for consultation	Dec 08	E	2
Standards of Education & Training and guidance	Revised standards of education and training and guidance	Effective 09/10 academic year	Consultation analysis begun	Nov 08	C, E	3
Age discrimination	Information on age discrimination for education providers	ETC Sept 08	<b>THIS PROJECT IS NOW COMPLETE</b>	N/A	E	5
CPD sample profiles	Sample profiles for HPC website	Ongoing	CPD profiles published	Ongoing	All	4
Review of generic standards of proficiency	Review, consult and republish generic standards of proficiency	January 10	ETC paper	Nov 08	R, E, FT	2

Project	Project explanation	Overall Deadline	Upcoming milestone	Milestone date	Dept	Status
<b>Other</b>						
Fees 2009	Consultation responses analysed and approved by Committee/Council	Council Oct 08	<b>THIS PROJECT IS NOW COMPLETE</b>	Sep 08	PT F	5
Post-registration qualifications	ETC/Council position on area of post-registration qualifications	Ongoing	Further discussion paper to ETC	Nov 08	E	2
Response to DRC investigation	Response to DRC report recommendations (removal of regulators' health requirements)	ETC Dec 08	Paper written and presented to ETC	Nov 08	R FTP	4
Continuing Fitness to Practise PLG	Report of PLG looking at revalidation	Council Oct 08	Report written for Council <b>THIS STAGE IS NOW COMPLETE</b>	N/A	CE	5
	HPC response to DH principles of revalidation	Jan-Mar 09	Council paper / submission to DH	Jan-Mar 09	CE	4
Registrant number forecasting	Forecasting of registrant numbers for use in five year plan	F&R Nov 08	<b>THIS PROJECT IS NOW COMPLETE</b>	N/A	CE F	4
Welsh Language Scheme	Publish scheme setting out how we will meet the requirements of the Welsh Language Act	July 09 (estimate)	Council sign off for consultation	Mar 09 (estimate)	C	1
CHRE performance review	Submission to CHRE performance review	Jan/ Feb 09	Draft performance review	Jan 09	All	1
Equality and Diversity progress report	Publish progress report on first year of equality and diversity scheme	March 09	Paper drafted for Council	March 09	All	1

## Summary

This paper provides an update from the Registration Department for the period 1 July 2008 to 31 October 2008.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 July 2008 to 31 October 2008 the team received a total of 30,792 telephone calls which is 4,532 more than the same period two years ago and 97% of these calls were answered.

**ii) International Telephone Calls** - During the period from 1 July 2008 to 31 October 2008 the team received a total of 4,137 telephone calls which is 2,874 less than the same period two years ago and 92% of these calls were answered.

#### b) Application Processing

**i) UK Applications** - A total of 7,056 new applications were received during this period and 6,692 individuals were registered which is 1,179 more than the same period last year. Applications took on average six working days to process which is well within our service standard of processing applications within ten working days of receipt. As at the 21 November 2008 the team were processing UK applications on the same day of receipt.

Applications for readmission took an average of six working days to process which is well within our service standard of processing applications within ten working days of receipt.

As at the 21 November 2008 the team were processing readmissions on the same day of receipt.

**ii) International Applications** - A total of 725 new international applications were received in this period and 508 individuals were registered which is 54 less than the same period last year. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

#### c) Emails

**i) UK Emails** - The team received approximately 80 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

**ii) International Emails** - The team received approximately 30/40 emails per day and managed to respond to these within one day of receipt which compares favourably with our service standard of five working days response time.

#### d) Registration Renewal

At the start of May 2008 12,956 chiropodists / podiatrists were invited to renew their registration. On 1 August 2008 7.3% of chiropodists / podiatrists lapsed from the Register. This compares favourably with 2006 when 7.5% of chiropodists / podiatrists were lapsed from the Register.

At the start of September 2008 9,464 operating department practitioners were invited to renew their registration. As at the

21 November 2008 the team were processing renewals on the same day of receipt.

### **e) Continuing Professional Development (CPD) Audit**

We requested CPD profiles from 5 per cent of chiropodists / podiatrists, the first profession to be audited for CPD, at the beginning of May 2008. We have held 8 CPD assessment days and this approach has been very successful. At the beginning of September 2008 we requested CPD profiles from 5 per cent of operating department practitioners. The first assessment day for this profession was on the 31 October 2008.

## **2) Resource**

### **a) Employees**

The department is operating within the budgeted headcount.

## **3) National Customer Service Week (NCSW)**

The Registration Department celebrated NCSW which is designed to raise awareness of customer service and the vital role it plays within an organisation. It is also an opportunity to say a big thank you to those who work in customer service for a job well done.

By supporting NCSW, we showed our dedication and support to customer service by highlighting its value to the HPC and sending out a meaningful message to others.

The weeks events were organised by volunteers from the team and supported by our colleagues from across the organisation. The events were chosen carefully to help us celebrate the

success of the Registration Department Team whilst also being informative and fun.

The events included:

Daily Quiz

Job shadowing

Presentations from other HPC departments

Presentations from registrants

Badge making

Presentation from the Institute of Customer Service

Positive customer feedback award ceremony

## **1. Employees**

Niamh O’Sullivan left the HPC on 21 November 2008 for a post at another healthcare regulator. The new Secretary to Council has been appointed and will take up her post in January 2009.

## **2. British Standards Institute audit**

Secretariat was among the departments audited by the British Standards Institute on 23 October 2008, as part of the regular audit of the quality management system. The audit concluded that all areas were operating effectively and did not identify any non-conformities.

## **3. Council for Healthcare Regulatory Excellence seminar**

The Secretariat made a presentation on the Council performance system to the Council for Healthcare Regulatory Excellence seminar held on 27 November 2008.

## **4. External meetings**

Members of the Secretariat team attended the following meetings:

- 5 November – Observing Southend NHS Trust board meeting
- 7 November – Meeting with joint external auditors on timetable for annual report and accounts
- 12 November – Corporate Governance meeting with representatives from other regulators
- 17 November – Progress on winding up the Council for Professions Supplementary to Medicine pension scheme

## **5. Training for employees**

Members of the Secretariat team attended the following meetings:

- 22 October – UK policy governance conference
- 4 November - Strategic risk management
- 17 November – Minute taking course (attended by team administrator)