

## Finance and Resources Committee

### Minutes of the 72nd meeting of the Finance and Resources Committee held on:-

- Date:** Tuesday 20 November 2012
- Time:** 10:30 am
- Venue:** The Council Chamber, Health Professions Council, Park House, 184 Kennington Park Road, London SE11 4BU
- Present:** Richard Kennett (Chair)  
Pradeep Agrawal  
Jennifer Beaumont  
Frank Burdett  
Mary Clark-Glass  
Sheila Drayton  
Arun Midha (left during item 11)  
Penny Renwick  
Keith Ross

### In attendance:

Colin Bendall, Secretary to the Committee  
Ruth Cooper, PA to the Director of Operations (items 1-15)  
Guy Gaskins, Director of Information Technology (items 1-15)  
Abigail Gorringer, Director of Education (items 10-15)  
Teresa Haskins, Director of Human Resources (items 1-15)  
Jeff Lucas, Chair, Audit Committee (observer)  
Tim Moore, Director of Finance (items 1-15)  
Steve Rayner, Secretary to Committees (items 11-15)  
Greg Ross-Sampson, Director of Operations (items 1-15)  
Marc Seale, Chief Executive and Registrar  
Anna van der Gaag, Council Chair

### **Item 1.12/113 Apologies for absence**

- 1.1 The Chair welcomed Pradeep Agrawal to his first meeting of the Committee. The Chair reported that Colin Bendall would be leaving the HCPC and wished him well for the future.
- 1.2 Apologies for absence were received from Sheila Drayton. The Committee noted that Arun Midha might need to leave for another meeting during the course of the meeting.

### **Item 2.12/113 Approval of agenda**

- 2.1 The Committee approved the agenda.

### **Item 3.12/114 Declarations of members' interests**

- 3.1 Members had no interests to declare in connection with the items on the agenda.

### **Item 4.12/115 Minutes of the Finance and Resources Committee meeting of 11 September 2012 (report ref: FRC 82/12)**

- 4.1 It was agreed that the public minutes of the 71st meeting of the Finance and Resources Committee should be confirmed as a true record and signed by the Chair.

### **Item 5.12/116 Matters arising (report ref: FRC 83/12)**

- 5.1 The Committee received a paper to note from the Executive.
- 5.2 The Committee noted the actions list as agreed at the last meeting.

### **Item 6.12/117 Finance report (report ref: FRC 84/12)**

- 6.1 The Committee received a report on the work of the Finance Department.
- 6.2 The Committee noted the following points:
  - operating income in September 2012 had been £1.496 m, £40k more than budget and operating expenditure was £1.620m, £176k under budget, leaving an operating deficit for the month of £124k. For the year to date operating income was £9.043m and operating expenditure £9.224m leaving an operating deficit of £181k.
  - the Department of Health had paid all the invoices submitted by the HCPC in relation to costs incurred on the transfer of regulatory functions from the General Social Care Council (GSCC);

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- at the end of October 2012, £5.1m was held in short term accounts. A further £6m was invested for longer periods at fixed rates in four different deposit accounts or bonds. The interest rates being offered in the market were declining; and
- the second hearing in the court case to determine employers' liability for the deficit in the Flexiplan pension scheme (the former employee pension scheme) had taken place over three days from 9 October 2012. Judgement had been reserved and it was hoped that there would be developments before the end of December 2012.

6.3 The Committee noted that the six month reforecast for the 2012-13 financial year showed an operating surplus of approximately £375,000.

6.4 With regard to the reforecast of project expenditure, the Committee noted that a number of projects have been deferred for this financial year leading to a positive variance of approximately £400,000 against the original budget.

6.6 The Committee thanked the Director of Finance for the comprehensive report.

**Item 7.12/118 Human Resources report (report ref: FRC 85/12)**

7.1 The Committee received a report on the work of the Human Resources Department.

7.2 The Committee noted that, during September and October 2012, the Department had focussed on recruitment. Posts filled included roles created as a result of the transfer of regulatory functions from the GSCC and vacancies where internal candidates had been appointed. The Committee noted that there had been an increase in the number of temporary agency workers during September 2012, but this was expected to reduce following the recruitment of permanent posts.

7.3 The Committee noted that the Department had run a number of training courses identified in the 2012-13 Organisational Learning Plan. In addition, the annual review of all job descriptions had been completed.

7.4 The Committee noted that the HCPC's first two apprenticeships had been established. The apprentices would be based in the Registration Department and would gain a NVQ level 2 qualification in customer service while in post. It was anticipated that the apprentices would start work in December 2012.

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7.5 The Committee noted that the HCPC was very flexible in considering requests from employees for flexible or part-time working arrangements. Most posts were recruited on a full-time basis, although six posts were currently part-time.

**Item 8.12/119 Partner Manager report (report ref: FRC 86/12)**

- 8.1 The Committee received a report on the work of the Partners team.
- 8.2 The Committee noted details of recruitment for a number of Partner roles.
- 8.3 The Committee noted that the Executive would review the self-assessment renewal process for agreements with Fitness to Practise partners. The findings were due to be reported to the Committee's next meeting.
- 8.4 The Committee noted that the Partners team was currently recruiting Approved Mental Health Professionals partners and had invited applications from appropriately trained social workers and mental health and learning disabilities nurses. The Committee asked the Executive to check whether appropriately trained occupational therapists had been invited to apply.

**Action: Teresa Haskins (by 31 January 2013)**

**Item 9.12/120 Information Technology report (report ref: FRC 87/12)**

- 9.1 The Committee received a report on the work of the Information Technology Department.
- 9.2 The Committee noted that the Department had been involved in a project to create a new readmission form that could be scanned for easy data entry. The project was in the user acceptance testing phase and it was planned to be live by the end of November 2012.
- 9.3 The Committee noted that, as part of the internal audit workplan for 2012-13 agreed by the Audit Committee, Mazars had conducted an audit of ICT security. The internal audit report had rated the controls in place as providing substantial assurance that risks were adequately managed in this area. The report would be considered by the Audit Committee on 28 November 2012.
- 9.4 The Committee noted details of recent outages affecting the online register and the telephone system and the action taken to address the causes. The Committee noted that disruption to PCs and telephones on 5 November 2012 had been caused by an incorrectly connected telephone, which had generated a feedback loop. The Committee noted that action had been taken to prevent this in future.

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### **Item 10.12/121 Operations report (report ref: FRC 88/12)**

- 10.1 The Committee received a report on Operations, covering the Registration Department, project management, facilities management and business improvement.
- 10.2 The Committee noted that, at the start of September 2012, 88,474 social workers had been invited to renew their registration and had until 30 November 2012 to renew. Approximately 61,000 social workers had renewed to date and a linear projection indicated that approximately 74,500 would renew by 30 November. It was estimated that approximately 16% of social workers would lapse from the register, which was in line with projections by the Executive.
- 10.3 The Committee noted that the Communications team had been working with stakeholders and professional bodies to communicate messages about renewals. As a result, the number of telephone calls to the Registration Department had substantially increased, to approximately 2,500 per day. The Department was at capacity in answering calls during the day and an evening shift was in place to process renewals. However, an increase in the rate of renewals would mean that smaller numbers of social workers would lapse from the register.
- 10.4 The Committee noted that the project to transfer regulatory functions from the GSCC to the HCPC had been completed. A lessons learned report had been completed and would be presented to the next meeting of the Committee.
- 10.5 With regard to projects the Committee noted that the project to make changes to the NetRegulate registration system had declined to 'amber' status, as testing had identified a number of issues with the changes. The end date for the project had been extended. The Committee also noted the various projects that have not yet been incepted (vide 6.4 above).
- 10.6 The Committee noted that a business continuity test had taken place on 13 November 2012, involving a review of the business continuity plan.
- 10.7 The Committee noted that the British Standards Institute had conducted an audit of the HCPC's quality management system under the ISO 9001:2008 quality management standard. The report had been very positive. The Committee noted that the report would be presented to its next meeting and to the Audit Committee on 28 November 2012.

### **Item 11.12/122 Information Technology strategy (report ref: FRC 89/12)**

- 11.1 The Committee received a paper for discussion/approval from the Executive, setting out the third iteration of the IT strategy since 2008.

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- 11.2 The Committee noted that this iteration of the strategy built on the previous versions and incorporated a new section, which attempted to describe more clearly the possible consequences of applying the strategy in the medium term. The Committee noted that these included access to IT services through a more flexible range of devices (i.e. locally through a corporate PC, remotely using a corporate or private laptop, or through mobile devices such as tablets and smart phones). Other consequences of the strategy included phasing out PCs with the introduction of a 'virtual desktop' and organisation information being delivered centrally. It was intended that a self-service culture would continue to be extended with the addition of new online services.
- 11.3 The Committee discussed whether the presentation of the strategy should be amended to make it clear that it would benefit users. The Committee noted the strategy should be read in conjunction with other planning documents, especially the annual IT Department workplan, which gave details of the benefits for users. The Committee agreed that the strategy was clearly laid out and commended the Director of Information Technology for his work.
- 11.4 The Committee agreed to recommend the strategy to the Council for approval.

**Action: Guy Gaskins (by 4 December 2012)**

The Committee noted the following paper:

**Item 12.12/123 Six month review of customer service (report ref: FRC 90/12)**

The Committee received the following paper for information:

**Item 13.12/124 Education systems and process review major project (report ref: FRC 91/12)**

**Item 14.12/125 Any other business**

14.1 There was no other business.

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### Item 15.12/126 Date and time of next meeting

- 15.1 The next meeting of the Committee would be held at 10.30 am on Thursday 31 January 2013
- 15.2 Subsequent meetings would be held at 10.30 am on
- Tuesday 5 March 2013 (Remuneration Committee only)
  - Tuesday 19 March 2013
  - Thursday 25 April 2013 (Discretionary meeting - dependent on business)
  - Tuesday 18 June 2013
  - Thursday 18 July 2013
  - Tuesday 10 September 2013
  - Thursday 21 November 2013

### Resolution

The Committee agreed to adopt the following resolution:

'The Committee hereby resolves that the remainder of the meeting shall be held in private, because the matters being discussed relate to one or more of the following;

- (a) information relating to a registrant, former registrant or applicant for registration;
- (b) information relating to an employee or officer holder, former employee or applicant for any post or office;
- (c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- (d) negotiations or consultation concerning labour relations between the Council and its employees;
- (e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Committee or the Council;
- (f) action being taken to prevent or detect crime or to prosecute offenders;
- (g) the source of information given to the Committee in confidence; or
- (h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Committee's or Council's functions.'

| Item | Reason for Exclusion |
|------|----------------------|
| 16   | c, d                 |
| 17   | c, d                 |

### Item 16.12/127 Minutes of the private part of the Finance and Resources Committee of 11 September 2012 (report ref: FRC 92/12)

- 16.1 It was agreed that the minutes of the private part of the 71st meeting of the Finance and Resources Committee should be confirmed as a true record and signed by the Chair.

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**Item 17.12/128 Matters arising**

17.1 There were no matters arising.

**Item 18.12/129 Any other business**

18.1 There was no other business.

**Chair**

**Date**

Unconfirmed

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