

Council, 14 May 2014

Secretariat report

Executive summary and recommendations

Introduction

The report provides an update about the activities of the Secretariat Department.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

30 April 2014

Secretariat Department – Council meeting, 14 May 2014

The following provides an update about some of the work of the Department.

Appointments

We are currently seeking to appoint an independent member to the Audit Committee. The role was advertised in the Guardian (print and online) and online on the jobs website of the Institute of Chartered Accountants of England and Wales. The deadline for completed applications was 9 May 2014. Interviews will take place on 6 June 2014.

Freedom of Information and Data protection

In recent months we have received the following numbers of FOI / DPA requests.

January	39
February	51
March	44
April	50

The Department is seeing more varied requests coming through, for example requests about tender exercises.

The Department has also recently responded to a consultation from the ICO on revisions to the HCPC draft definition document.

Customer service feedback

The Council is invited to consider a yearly report analysing complaints and feedback received in the last year at this Council meeting. Reports will be provided on a six monthly basis thereafter.

The Executive Management Team considers monthly reports detailing every complaint received, the response and any corrective actions identified.

Upcoming Council meetings

Each year, the Council has an offsite away day and meeting which takes place on a rotational basis in each of the four countries. This year's meeting takes place on 17 and 18 October 2014 and is due to take place in the Lake District (close to Windermere). The Secretariat Department will provide further information in due course.