

Council, 20 May 2016

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

3 May 2016

Secretariat Department – Council, 20 May 2016

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

Employee resourcing

Maxine Pryce joined the department on 4 April as Information Governance Officer (part time fixed term) as part of the arrangements for the Director of Council and Committee Services maternity leave cover.

ISO Certification

In January, the EMT agreed to the second phase of a project to implement the ISO standard for feedback and complaints handling at the HCPC (ISO 10002). We have been working with a consultant to bring the HCPC's current feedback and complaints system in line with the Standard.

The first stage audit, which was a document review, took place on 14 January. The second stage audit took place on 21 and 22 March and involved audits of the complaints process that sits within the Secretariat and audits of individual complaints received about the Communications, Finance, Fitness to Practise, Policy and Standards and Registration departments. We passed both audits and have received our certificate of registration to ISO 10002.

Freedom of Information and Data protection

The Department is responsible for managing requests for information under Freedom of Information and Data Protection legislation, including managing our relationship with the Information Commissioner. In recent months we have received the following numbers of FOI / DPA requests.

February 36

March 39

April 57

The bi-annual update on information governance will be presented at the Council meeting in July.

External Meetings

Members of the Secretariat attended the following meetings:-

- 11 April 2016: Inter-regulatory governance group.

Training for Employees

Members of the Secretariat attended the following training:-

- Data Protection in the Workplace – PDP – 29 April 2016