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**Council**

**Minutes of the 110<sup>th</sup> meeting of the Health and Care Professions Council as follows:-**

**Date:** Thursday 23 March 2017

**Time:** 10am

**Venue:** Rooms D & G, Health and Care Professions Council, Park House,  
184 Kennington Park Road, London SE11 4BU

**Present:** Elaine Buckley (Chair)  
Maureen Drake  
Sue Gallone  
Sonya Lam  
Eileen Mullan  
Joanna Mussen  
Gavin Scott  
Robert Templeton  
Graham Towl  
Nicola Wood  
Stephen Wordsworth

**In attendance:**

Claire Amor, Secretary to Council  
Ruth Cooper, Feedback and Complaints Manager  
Guy Gaskins, Director of Information Technology  
Andy Gillies, Director of Finance  
Michael Guthrie, Director of Policy and Standards  
Teresa Haskins, Director of Human Resources  
John Barwick, Acting Director of Fitness to Practise  
Michael Humphreys, Professional Standards Authority  
Jacqueline Ladds, Director of Communications  
Louise Lake, Director of Council and Committee Services  
Greg Ross-Sampson, Director of Operations  
Marc Seale, Chief Executive and Registrar  
Louise Shewey, Communications Officer – Media and PR  
Kirsty Taylor, Professional Standards Authority  
Katherine Timms, Policy Manager

## Public Agenda – Part 2

### **Item 1.17/43 Chair's welcome and introduction**

- 1.1. The Chair welcomed Council members and those seated in the public gallery to the second day of the 110<sup>th</sup> meeting of Council.

### **Item 2.17/44 Apologies for absence**

- 2.1 Apologies for absence were received from Stephen Cohen.

### **Item 3.17/45 Approval of Agenda**

- 3.1 The Council approved the agenda.

### **Item 4.17/46 Directorate work plans**

- 4.1 The Council received a paper from the Chief Executive.
- 4.2 The Council noted that the paper presents a summary of notable activities in each directorate in 2017-18. The activities identified are those which are about improving upon or are in addition to 'business as usual' activities.
- 4.3 The Council noted that each work plan included the relevant sections of the risk register for the directorate as an appendix. The Council discussed how it defines and monitors key strategic priorities and risks. It was agreed that this would be considered for the agenda of the annual council strategic away day.
- 4.4 The Council discussed the Communications workplan in relation to the directorate's planned activity in preparation for the social worker regulation transfer. It was noted that key corporate messages were defined in the Communications Strategy and that a Council development session would take place in 2017 focusing on stakeholder engagement.
- 4.5 In response to a question it was noted that the Executive considers that the delivery of the workplans is realistic and that resources can be reallocated if needed and department projects suspended in response to increased workloads.
- 4.6 The Council agreed that the summary was helpful and should be included when considering the work plans in future years. The Council agreed that in future the summary should provide more of an overarching narrative of the HCPC's key priorities and highlight links to the strategic intent and risk. The Council agreed that the inclusion of the directorate workplans in full as an appendix should continue.
- 4.7 The Council noted the directorate work plans for 2017-18.

## **Item 5.17/47 Minutes of the Education and Training Committee Meeting 2 March 2017**

- 5.1 The Council considered the minutes of the 73<sup>rd</sup> meeting of the Education and Training Committee.
- 5.2 The Chair of the Education and Training Committee provided an overview of the discussions and decisions of the Committee. The Council noted that the Committee would consider its remit and effectiveness as part of the wider Council governance review at its meeting in June 2017.
- 5.3 The Council noted the minutes.

## **Item 5.i.17/48 Revised SETs and guidance consultation analysis**

- 5.i.1 The Council received a paper from the Executive for approval.
- 5.i.2 The Council noted the following points:-
  - the HCPC has reviewed the standards of education and training and supporting guidance to ensure they continue to be fit for purpose. The review included feedback on the existing standards from a range of stakeholders and the establishment of a Professional Liaison Group to put together a revised version for consultation;
  - the public consultation took place between 5 September 2016 and 9 December 2016;
  - responses to the consultation were largely positive about the revised standards as a whole. However, there were a large number of comments regarding the level of qualification for entry to the Register for paramedics; and
  - at its meeting on the 2 March 2017, the Education and Training Committee considered the draft revised standards, guidance and consultation analysis document and recommended them to Council for approval.
- 5.i.3 The Council noted that the Education and Training Committee has agreed to receive a paper in June regarding the threshold level for paramedic education, and depending on the outcome of this, consult on any proposed changes later in 2017.
- 5.i.4 The Council agreed the revised standards of education and training and the text of the supporting guidance and consultation analysis document, subject to minor editing amendments and formal legal scrutiny.

### **Item 5.ii.17/49 Social media guidance consultation analysis**

5.ii.1 The Council received a paper from the Executive for approval.

5.ii.2 The Council noted the following points:-

- the standards of conduct, performance and ethics published in January 2016 contains a standard about the appropriate use of social media;
- guidance has been produced to assist registrants with using social media in a way that meets HCPC's standards;
- a public consultation on the draft guidance took place between 3 October 2016 and 13 January 2017; and
- there was strong support for the guidance among respondents to the consultation. Some amendments to the guidance have been proposed based on the feedback received; and
- at its meeting on the 2 March 2017, the Education and Training Committee considered the draft guidance and consultation analysis document and recommended them to Council for approval.

5.ii.3 The Council noted that a communications plan is currently being developed to promote the guidance and that it is expected to be discussed at various meet the HCPC events, as interest is expected to be strong.

5.ii.4 The Council agreed the text of the consultation response analysis document and the draft guidance, subject to legal scrutiny and minor editing amendments.

### **Item 5.iii.17/50 Revised Return to Practice guidance consultation analysis**

5.iii.1 The Council received a paper from the Executive for approval.

5.iii.2 The Council noted the following points:-

- the HCPC sets requirements for professionals wishing to return to practice after a break. In order to provide further information for professionals, 'Returning to practice' guidance was produced in 2006;
- following a review of the guidance the HCPC publicly consulted on revised guidance between 18 July 2016 and 7 October 2017;
- responses received were broadly positive and the draft guidance has undergone some amendments in response; and

- at its meeting on the 2 March 2017, the Education and Training Committee considered the draft guidance and consultation analysis document and recommended them to Council for approval.
- 5.iii.3 The Council noted that the Education and Training Committee have agreed that the HCPC's approach to returners to practise should be revisited in three years.
- 5.iii.4 The Council agreed the text of the consultation response analysis document and the draft guidance, subject to legal scrutiny and minor editing amendments.

#### **Item 5.iv.17/51 CPD guidance consultation analysis**

- 5.iv.1 The Council received a paper from the Executive for approval.
- 5.iv.2 The Council noted the following points:-
- the HCPC have revised the existing guidance 'continuing professional development and your registration' in light of the outcomes of the market research study carried out by Qa research;
  - a consultation on the revised guidance was held between 3 October 2016 and 13 January 2017; and
  - at its meeting on the 2 March 2017, the Education and Training Committee considered the draft guidance and consultation analysis document and recommended them to Council for approval.
- 5.iv.3 The Council agreed the text of the consultation response analysis document and the draft guidance, subject to legal scrutiny and minor editing amendments.

#### **Item 6.i.17/52 Continuing fitness to practise: Newcastle University research**

- 6.i.1 The Council received a paper from the Executive.
- 6.i.2 During discussion the following points were noted:-
- In 2015, the Department of Health (DoH) commissioned Newcastle University to look at the costs and benefits of the HCPC's existing approach to continuing fitness to practise. This was funded through the Department's policy research programme;
  - working with the DoH to secure commissioned research gave the HCPC access to a bigger research budget. However, the disadvantages were less control over the scope and focus of the research;

- the Executive has concluded that the research has been useful in particular in helping to triangulate previous research findings and in helping to identify focuses for future communications activity;
- however, the report focuses heavily on comparisons of the HCPC's model with a medical revalidation approach as followed by the GMC and NMC. Cost implications do not appear to have been factored into the recommendations made;
- the HCPC has carried out or commissioned a number of pieces of research to explore its approach in this area and whether any changes need to be made; and
- market research has found that the CPD standards are generally well understood and that most stakeholders involved do not consider that the standards or process needed to change.

6.i.3 The Council discussed the research team's findings. It was agreed that the evidence base for the recommendations made was not clear. The Council regretted that the research had focused on a medical revalidation approach as the standard for comparison.

6.i.4 The Council discussed the DoH's future interest in the research findings. It was noted that the Executive did not expect the DoH would want to act on the recommendations, particularly given the cost implications.

6.i.5 The Council noted that the HCPC has a constructive relationship with the DoH. The Council agreed that the HCPC's responses to the research recommendations were measured and to be expected when direct comparisons to an alternate system was the focus of the research.

6.i.6 The Council agreed that the first recommendation response in appendix 2 should be expanded to provide a page reference to the relevant discussion of the issue in the main paper.

6.i.7 The Council agreed with the Executive's assessment of the recommendations outlined in appendix two of the paper. The Council did not consider that any additional actions were required.

**Item 6.ii.17/53 Understanding the prevalence of fitness to practise concerns about paramedics and social workers in England - interim report**

6.ii.1 The Council received a paper from the Executive.

6.ii.2 During discussion the following points were noted:-

- in 2016 the HCPC commissioned a team led by the University of Surrey to undertake research to look at the prevalence of fitness to

practise concerns about paramedics and social workers in England. The interim report is now presented to Council for discussion;

- the final report is due to be presented to the Council in September 2017;
- it is hoped that the research will help to identify preventative actions that all those involved in practice, education, employment, representation and regulation might take; and
- stakeholder events will be held in April 2017 to engage stakeholders with the emerging outcomes of the research.

6.ii.3 The Council noted that the Chair of Council had discussed the recommendations arising from the research with the professional bodies in a recent series of annual meetings. Reception was positive with enthusiasm to engage with the final report.

6.ii.4 The Council noted that some of the findings of the research team may be sensitive and that a communications plan is being developed to help ensure engagement with the research is positive.

6.ii.5 The Council noted that the research team would be providing guidance to the HCPC Policy and Standards directorate on internal research methods to assist in building in house capability. The Council thanked the Director of Policy and Standards for his meticulous approach to commissioning the research, which had maximised its usefulness to the HCPC.

6.ii.6 The Council agreed that the research team should be requested to review the report to revise any Americanised language in the drafting.

6.ii.7 The Council noted the contents of the report.

#### **Item 6.iii.17/54 Regulatory futures review**

6.iii.1 The Council received a paper from the Executive.

6.iii.2 The Council noted that, in January 2017, the report of the Regulatory Futures Review was published. This was an initiative of the Cabinet Office, which brought together a number of arm's length regulators including the PSA. This did not include the HCPC or the other regulators overseen by the PSA. The regulators participating in the review and their context makes the applicability of the recommendations to the HCPC limited.

6.iii.3 The Council noted the Executive narrative on the report recommendations as outlined in appendix two of the paper.

6.iii.4 The Council noted the contents of the report.

### **Item 7.17/55 Review of feedback and complaints - April to December 2016**

7.1 The Council received a report from the Executive.

7.2 During discussion the following points were noted:-

- during the reporting period, 1 April to 31 December 2016, 391 complaints and 35 pieces of positive feedback were received;
- the majority of complaints received were about policies, processes and service related to the FTP and Registration departments. 90% of complaints received in this period were responded to by these two departments as these are the departments with the most registrant and public facing transactions;
- a report of feedback and complaints, including a summary of every complaint and response is reviewed on a monthly basis by the Executive to identify learning points and process improvements; and
- during the reporting period the HCPC was recertified against the ISO standard for complaints management, ISO 10002.

7.3 The Council noted that the next report will include a more comprehensive overview of the processes that complaints relate to as previously requested by Council.

7.4 The Council discussed and noted the contents of the paper.

### **Item 8.17/56 Chief Executive's Summary of key issues**

8.1 The Chief Executive provided a verbal summary of the key issues the Executive had outlined during the meeting.

### **Item 9.17/57 Any other business**

9.1 There were no additional items for consideration.

### **Item 10.17/58 Future agenda items**

10.1 The Council discussed future items for the Council's consideration. The following points were noted:-

- the Chair's annual appraisal for 2016-17 will follow the same format as 2015-16. Input from Council members and the Executive will inform the review;

- the Council's meeting in May 2017 will be split between the formal meeting on one day and a more exploratory workshop session on the 5 year plan budget considerations;
- as discussed during item 4, it would be useful for the Council to consider strategic priorities and risk at its annual strategic away day; and
- a schedule of Council meeting business will be added to the iPad folders.

### **Item 11.17/59 Meeting evaluation**

11.1 The following points were noted:-

- the agenda had variety and members felt able to contribute;
- progress could be seen in the Council's efforts to remain strategically focused;
- reaching consensus still presented a challenge, however clarity of differing views was important and issues could be left as unresolved if the Council is clear about its decision to do so; and
- external context items could be listed for note only and circulated outside of meetings. If discussion was needed this could be raised under any other business.

### **Item 12.17/60 Date and time of next meeting**

12.1 Thursday 25<sup>th</sup> May 2017 at 10am at Park House, 184 Kennington Park Road, London SE11 4BU.

### **Item 13.17/61 Resolution**

The Council is invited to adopt the following:

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

- (a) information relating to a registrant, former registrant or application for registration;
- (b) information relating to an employee or office 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 Council;
- (f) action being taken to prevent or detect crime to prosecute offenders;
- (g) the source of information given to the Council 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 Council's functions.'

Item	Reason for Exclusion
14	C, H

13.1 Summary of items considered in private session:-

- the Council noted the private minutes of the Education and Training Committee held on 2 March 2017; and
- the Council received a verbal update on the matters decided by the Remuneration Committee held on 23 March 2017.

Chair: Elaine Buckley

Date: 24/05/2017