

Chief Executive's report – 7 February 2018

1. Meetings attended

- A list of the meetings the Chief Executive has attended since the last Council meeting is attached.

2. Key areas to highlight to the Council

- The following are the key areas of organisational performance that I wish to bring to the Council's attention.

Financial performance year to date

- For the 9 months to 31 December 2017, income is on track, and expenditure is £321k / 1.3% under the month 6 forecast.
- The forecast for the full year has been updated based on 9 months of actual figures and indicates that for the full year, income will be in line with the original budget, and overall expenditure will be £176k / 0.5% under the original budget. The forecast overall result, including bank interest but excluding any revaluation of buildings, is now a deficit of £2k. The original budget for the year was a deficit of £349k.

Registration Transformation and Improvement project (CPD)

- At the time of writing, load testing results have been positive but there are areas of the CPD Online Service which are giving a mixed performance with or without load and work to remedy this continues. Penetration testing has been completed and the issues identified have been addressed. There are outstanding bugs that we are working to resolve.
- The bug previously notified to the Council, which requires intervention from Microsoft, still does not have a resolution date. Microsoft have informed us since May 2017 that a remedy will be released, but we are still yet to receive this fix. Going live with this bug unresolved would have both an internal operational impact and a customer-facing impact. Internally we would not be able to monitor volumes of work accurately, and externally we will expect customer dissatisfaction to increase as multiple copies of the same email will be sent. Unless these issues are resolved satisfactorily in the very near future, the implementation will be postponed. This issue has been escalated more than once within Microsoft's technical teams, and the Chief Executive has written to Microsoft to express our disappointment. Were Microsoft to provide a fix at the time of writing, after 6 weeks of regression testing we would be able to go live in mid-March 2018, in time for Dietitians' CPD audit in April.

- In addition to the bug above, Microsoft recently announced that the technology which has been used to build the CPD Online Service will no longer be supported from 1 August 2018. This announcement prompted the initiation of the CPD Online Service Migration project, which is now running in order to migrate the CPD Online Service onto a new platform. This project has a budgeted cost of £253k and an estimated completion date of August 2018.

186 Kennington Park Road Building works

- The building works are progressing well with no change to the previously advised planned completion date.

Leasing of office space

- The leasing of office space in 186 Kennington Park Road is progressing well - we expect the agreement to be signed in February 2018.

Fitness to practise (FTP) improvement and performance

- Since the Council discussed the improvement plan at its meeting in December 2017 meeting, the focus has been on developing a full project plan. This includes further work to establish the activities and milestones for each of the areas outlined in the improvement plan.
- Activities that are already underway or completed include:
 - Recruitment to fill Case Manager vacancies including additional posts previously approved by the Executive as well as the appointment of an additional Quality Compliance Officer.
 - Revised case closure approval forms and operational guidance on the application of the standard of acceptance policy, supported by additional training, have now been rolled out to Case Managers and Case Team Managers.
 - A development day for Case Team Managers has been held, with a further one scheduled in March.
 - Commissioning of work including: development of a policy setting out our approach to managing health allegations; improving the transparency of decisions made in relation to consensual disposals; and improving the information that is put before panels when applying to discontinue allegations.
 - Developing a revised case progression strategy which aligns with the PSA's dataset measure as well as our own performance measures.
- The Director of Fitness to Practise is scheduled to meet with PSA's Director of Quality and Scrutiny on 6 February.
- In terms of FTP performance, the number of open cases in the pre Investigating Committee Panel (ICP) stage continues to be above forecast expectations. This is due to a slow down in the closure rate resulting from the

additional scrutiny of pre-ICP case closures following the PSA performance review, and ensuring cases have been thoroughly investigated before allegations are drafted and put before an Investigating Committee Panel.

- Additional temporary case manager resource has been deployed to support operational resilience. This includes trialing the use of temporary case presenters to free up the time case managers have to focus on case investigation and progression. A risk-based plan is being implemented to migrate to a position where the primary responsibility for approval of case closures can again rest with Case Team Managers. A further audit of case closure decisions by our external solicitors to assess the impact of the changes made in response to the PSA concerns regarding case closures is provisionally planned for March 2018.

Provision of legal services - preparation and presentation of fitness to practise cases

- In the December 2017 report, we advised our intention to extend the contract for the preparation and presentation of fitness to practise cases until 31 March 2019.
- The current supplier has confirmed that they would like to continue with the contract. Discussions regarding the anticipated number of case instructions and associated costs are ongoing.

Notification of data incident to the Information Commissioner's Office (ICO)

- In December 2017, we reported a data incident to the Information Commissioners Office (ICO). The error involved the unintentional disclosure of a registrant's home address as a result of human error. Due to the circumstances of the case the incident met our internal thresholds for reporting. The ICO has acknowledged the correspondence but has not yet contacted the HCPC with any assessment of the incident.

3. Updates

Ministerial appointments

- The following ministerial appointments have been made in the Department of Health and Social Care. Jeremy Hunt MP remains Secretary of State.
 - Stephen Barclay MP, Minister of State for Health holds responsibility for professional regulation (and most wider workforce matters)
 - Caroline Dinenage MP, Minister of State for Care, has responsibility for adult social care, including the adult social care workforce.
 - Lord O'Shaughnessy, Parliamentary Under Secretary of State for Health, has responsibility for the health aspects of exiting the European Union.

- The following ministerial appointments have been made in the Department for Education. Damian Hinds MP is the new Secretary of State for Education.
 - Nick Gibb MP is Minister of State for School Standards
 - Anne Milton MP is Minister of State for Apprenticeships and Skills
 - Sam Gyimah MP is Minister for Higher Education, Universities, Science, Research and Innovation
 - Lord Agnew is Parliamentary Under Secretary of State for the School System
 - Nadhim Zahawi MP is Parliamentary Under Secretary of State

External consultations

- Since the December 2017 Council meeting, we have responded to three external consultations:
 - Department of Health consultation on the Regulation of medical associate professions in the UK. (Discussed and approved by the Council at its December 2017 meeting.)
 - Department of Health consultation on regulatory reform. (Discussed and approved by the Council at its January 2018 meeting.)
 - Department for Education consultation on the regulatory approach of the new Office for Students. (Informed by discussion by the Education and Training Committee at its November 2017 meeting.)¹
- The consultation on the threshold level of qualification for entry to the Register for paramedics in England closed on 15 December 2017. In excess of 1,100 responses were received. The results are expected to be considered by the Education and Training Committee and the Council at their meetings in March 2018.

Independent prescribing for paramedics

- It has been confirmed that the Commission on Human Medicines has recommended to Ministers that legislation be amended to allow paramedics to train to become independent prescribers. We understand that a recommendation was not made for diagnostic radiographers (therapeutic radiographers are already able to train to become independent prescribers).

¹ <http://www.hcpc-uk.org/aboutus/consultations/external/>

Chief Executive – Marc Seale

Meetings up to January 2018

Harry Cayton, CEO of PSA	21 Dec
Philip Dunne, Minister for Health	21 Dec
Gavin Larnar, Director of Workforce at Department of Health	5 Jan
Professional body stakeholder event at HCPC offices	15 Jan
Association of Clinical Scientist meeting (Edinburgh)	16 Jan
Shona Robison, Cabinet Secretary for Health and Sport (Edinburgh)	16 Jan
Jason Birch, Regulation Policy Officer, Scottish Government (Edinburgh)	16 Jan
Ken Muir, CEO of General Teaching Council for Scotland	16 Jan
British Orthopaedic Association	23 Jan
Janet Monkman and John Stevens, CEO and Chair of Academy for Healthcare Science	24 Jan
Belinda Phipps, CEO of The Science Council	24 Jan

Vicky McDermott, CEO of General Optical Council	25 Jan
Chief Executive Steering Group	25 Jan
Patricia Livsey, Professor at University of Cumbria	29 Jan
Meet the HCPC event (St Helens)	30 Jan
EMT budget planning meeting	2 Feb
Audit strategic workshop	5 Feb

Scheduled Meetings

EU exit and mutual recognition of professional qualifications (MRPQ) changes	9 Feb
Allied Health Professional (AHP) in action board	13 Feb
PSA Seminar (Cardiff)	15 Feb
The Society of Chiropodists & Podiatrists	20 Feb
Vaughan Gething, Cabinet Secretary for Health and Social Services (Cardiff)	26 Feb