

Fitness to Practise Committee 13 October 2011

2011-12 CHRE Audit Report update

Executive summary and recommendations

Introduction

The attached appendix is intended to provide the Committee with an update on the progress that has been with regards to the recommendations that were approved by Council as a result of the Executive's review of the second CHRE Fitness to Practise audit report.

Decision

The Committee is asked to note the paper, no decision is required.

Background information

The Council considered and agreed the recommendations at its meeting in July 2011. A copy of that report can be found at <http://www.hpc-uk.org/assets/documents/100035C7Enc06-CHREreport.pdf>

Resource implications

None

Financial implications

None

Appendices

Appendix One CHRE audit report update

Date of paper

3 October 2011

CHRE Report – Progress Report – October 2011

1 Ensuring the quality of reasons remains as a focus at training for those who consider cases

The quality of reasons remains a focus at all panel training sessions. All panel members receive regular refresher training. The Panel Chairs received training in June 2011 where the agenda included decision-making and the quality of reasons at both the Investigating Committee and final hearing stage. Regular refresher training for registrant and lay panel members takes place throughout the year. The last refresher training took place in July 2011 and a further session is due to take place in November 2011.

The learning points highlighted by CHRE in 2010-2011 have also been relied upon to structure appropriate case studies during training sessions with panel members and legal assessors during 2011.

2 Review the approach the approach that other regulators take to quality control and whether there is any learning for the HPC

The approach to quality assurance and control has been considered as part of the Executive's review of the CHRE performance review for 2010-11.

3 Further review the service level standards within the team

A review of our service level standards is due to be undertaken before the end of the year to ensure that our standards are sufficiently rigorous – this review will be undertaken across all of the department's functions.

4 Training provided to the team on what should be included in file notes

A fitness to practise workshop for the case management team took place on 12th September 2011 on 'audit learning' which pulled together learning from the CHRE audit and internal file audits and provided a refresher on various areas of file and case management. During the course of this session, training was provided on file notes, focussing on what should and shouldn't be included in them.

5 On-going training on what should be communicated via the telephone

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-08-25	a	F2P	PPR	CHRE audit report 2011	Final DD: None	Public RD: None

It is planned that this training will be incorporated into a fitness to practise workshop later in the year. Work has begun on collating information to incorporate into this training. In order to assist the team long term we aim to produce a comprehensive list of FAQs that would cover a wide range of general points. We are also aware that consistency when communicating with individuals over the telephone is particularly important.

6 Review the feasibility of sending questionnaires to registrants and complainants

This work is due to be commenced in the New Year.

7 HPC legislative framework and fitness to practise in the round.

Given the work that the Law Commission are undertaking in this area no further work will be undertaken for the time being.