

Management Information Pack

Marc Seale, Chief Executive & Registrar

Report to Council meeting 27 March 2008

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Chief Executive's Report to Council meeting on 27 March 2008 Contents

<u>Department</u>	<u>Page</u>
Chief Executive – Mr M Seale	2
Approvals and Annual Monitoring – Ms A Creighton	4
Communications – Ms R Tripp	7
Finance and Facilities Management – Mr S Leicester	9
Fitness to Practise – Ms K Johnson	11
Human Resources – Ms L Foster	14
Information Technology – Mr G Gaskins	16
Partners Programme – Ms Y Hussain	17
Policy and Standards – Ms R Tripp	18
Registration – Mr R Houghton	21
Secretariat – Ms N O'Sullivan	23

Chief Executive – Mr Marc Seale

1. Completed Meetings 1 December 2007 to 12 March 2008

Institute of Biomedical Science	7 Dec
General Osteopathic Council	7 Dec
PhysioFirst	10 Dec
Brunei visitors	10 Dec
Dept for Business, Enterprise & Regulatory Reform	10 Dec
British Association of Art Therapists	10 Dec
Health Writers Guild	11 Dec
Association for Perioperative Practice	17 Dec
General Social Care Council	17 Dec
Society of Chiropractors & Podiatrists	18 Dec
British Dietetic Association	18 Dec
British Psychoanalytic Council	7 Jan
Citizens Councils: the way forward	8 Jan
Ben Bradshaw MP + British Psychological Society	11 Jan
Relate	14 Jan
British Association for Counselling & Psychotherapy	14 Jan
Association of Educational Psychologists	21 Jan
PKF	28 Jan
Council member visit (Jeff Lucas)	29 Jan
Department of Health	30 Jan
Extending Professional Regulation Working Group	30 Jan
Round table dinner – Government's vision for health and social care	30 Jan
General Osteopathic Council reception	31 Jan
College of Occupational Therapists	31 Jan
Royal College of Speech & Language Therapists	1 Feb
Sackers	1 Feb
British Association for Counselling & Psychotherapy	5 Feb
British Association of Dramatherapists	5 Feb

CFC	7 Feb
White Paper Implementation Steering Group (Scotland)	11 Feb
Dept of Health/IAPT/Psychological therapists meeting	12 Feb
Universities Psychotherapy & Counselling Association	14 Feb
Skills for Health	15 Feb
Royal College of Speech & Language Therapists	19 Feb
Baroness Murphy	20 Feb
KPMG	25 Feb
Health care support workers: exploring developments – a UK debate	26 Feb
Chief Executives Steering Group	26 Feb
NPSA/HCC Charter for the safety of patients – one year on	28 Feb
White Paper Implementation Group: Extending Professional Regulation (Scotland)	3 Mar
Opinion Leader – reputation breakfast meeting	4 Mar
Society of Radiographers	5 Mar
British Paramedic Association	5 Mar
Council member visit (Diane Waller)	7 Mar
The Registrar of the Allied Health Professionals' Council (Uganda)	12 Mar
2. Scheduled Meetings from 13 March	
CHRE annual performance review	13 Mar
HSJ Summit	14 Mar
Chief Psychologist Office	17 Mar
British Association for Counselling & Psychotherapy/ Psychological Professions Alliance Group	17 Mar
Scottish Parliament Reception	18 Mar

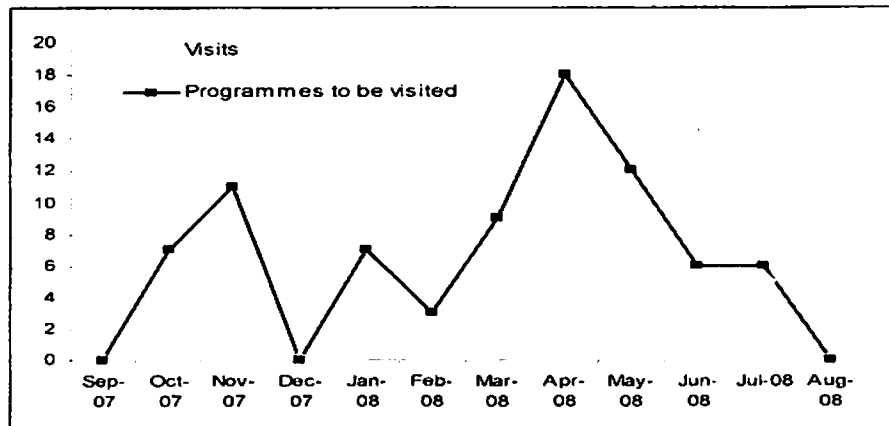
Baroness Wilkins	26 Mar
Skills for Health	7 Apr
Jersey events	10 Apr
Guernsey events	11 Apr
Appointments Commission/CHRE/regulators	14 Apr
British Society of Hearing Aid Audiologists congress	18 Apr
NHS Education for Scotland	22 Apr
White Paper Implementation Group: Extending Professional Regulation (Scotland)	29 Apr
Scottish Government	30 Apr
Blake Laphorn Tarlo Lyons	1 May
Listening Event – Glasgow	6 May
Listening Event – Edinburgh	8 May
Anne Milton MP	12 May
Extending Professional Regulation Working Group	14 May
Ministry of Health, Singapore – visit to HPC	15 May
First World Health Professions Conference on Regulation	17-18 May
White Paper Implementation Steering Group (Scotland)	19 May
Health Professions Crossing Borders implementation meeting	30 May

Education – Approvals and Monitoring – Ms Abigail Creighton

1. Approval visits 2007/08

The Department has 41 visits in the schedule for the current academic year. These 41 visits will consider 79 programmes. The next five months represent the peak workload for visits, with 30 visits (73% of the total) covering 51 programmes. There are three large multi-professional visits planned for April 2008.

	Visits	Programmes to be visited
Sep-07	0	0
Oct-07	3	7
Nov-07	4	11
Dec-07	0	0
Jan-08	2	7
Feb-08	2	3
Mar-08	7	9
Apr-08	5	18
May-08	8	12
Jun-08	5	6
Jul-08	5	6
Aug-08	0	0



2. Annual monitoring 2007/08

The Department is in the middle of its peak of annual monitoring work. The expected submission dates from education providers are at the end of each month. To date, 95% of expected audit submissions have been received, with the majority on time. There is a 5% non-submission rate. Non-submissions get reported to the Education and Training Panel for consideration.

	Audit submissions	
	Expected	Actual
Dec-07	17	17
Jan-08	15	14
Feb-08	29	27
Mar-08	33	0
Apr-08	15	0
May-08	1	0
Jun-08	1	0
Jul-08	0	0
Aug-08	0	0

Actual submissions		
On time	Late	Non submissions
15	2	0
14	0	1
27	0	2
-	-	-
-	-	-
-	-	-
-	-	-
-	-	-
-	-	-
-	-	-

The first assessment day was held in mid-February 08, with the second planned for mid-March 2008. Eight partners and four executive members attend each day. The number of partners has been reduced this year to make the assessment days more cost effective.

At the first assessment day, the visitors recommended that the majority of programmes (79%) continue to meet our standards. These recommendations will be considered by the Education and Training Panel in late March 2008. This means that the

entire process has taken three months or less for these programmes, which is within the estimated time period. At the first assessment day, the visitors requested further information for the remaining 21% of programmes, before making a final recommendation to the Panel.

	Type of assessment		Outcome assessment day	
	Assessment day	Postal	Visitors' requested more info	Sent to Panel (continues to meet standards)
Dec-07	14 (Feb 08)	3	2	12
Jan-08	14 (Feb 08)	0	4	10
Feb-08	27 (Mar 08)	0	tbc	tbc

To date, we have received 97% of expected declaration forms, with the majority on time. There is a 3% non-submission rate. Non-submissions get reported to the Education and Training Panel for consideration.

	Declaration forms		Actual declaration forms		
	Expected	Actual	On time	Late	Non submissions
Dec-07	24	24	23	1	0
Jan-08	40	39	37	2	1
Feb-08	29	27	27	0	2
Mar-08	25	10	10	-	-
Apr-08	9	3	3	-	-
May-08	0	0	-	-	-
Jun-08	1	0	-	-	-
Jul-08	8	1	1	-	-
Aug-08	1	0	-	-	-

All declaration forms go direct to the Education and Training Panel for consideration. 42 programmes were considered at their February meeting and 62 are due to be considered at their March meeting. This means that the entire process is taking 33 days on average, which is considerably below the three months estimated time period.

3. Minor and major Changes

The Department has received minor/major change submissions for 64 programmes in the current academic year. 55% of these submissions have been concluded. On average it is taking three months to consider each submission. This is in line with our guidance to education providers.

	Minor/major change submissions	
	Received	Concluded*
Sep-07	13	13 (100%)
Oct-07	7	7 (100%)
Nov-07	4	2 (50%)
Dec-07	5	5 (100%)
Jan-08	11	7 (64%)
Feb-08	24	1 (4%)

(* includes those due to be considered at an Education and Training Panel in late March 08)

4. Employees

The Department has successfully recruited to a number of positions in early 2008. Ruth Wood who was the temporary Team Administrator (covering a period of maternity leave) has been successful in getting a permanent position as Education Administrator. Both Osama Ammar and Tracey Samuel-Smith have been successful in getting the two new Education

Manager positions which are part of the Department's reorganisation.

5. Publications

The Department has recently finalised two publications. The new 'Major change – supplementary information' offers guidance for education providers about the revised major change process. The annual report offers a detailed analysis of the three operational processes during the 2006-07 academic year.

1. Media and campaigns

Since the last meeting of the Council, we have issued 10 fitness to practise press releases on professionals who have been struck off or suspended from the Register. We have also issued a news release welcoming the Department of Health's consultation on the legislation proposed to regulate psychologists.

The second phase of rolling out our public information material has been implemented, including mailing out leaflets and leaflet holders to GPs surgeries, and mailing out leaflets to Numark pharmacies.

Advertisements have appeared in Podiatry Now in March, and in Physiotherapy Frontline in February, encouraging registrants to display the new public information promotional materials, including the posters and window stickers. As a result of this, we have had significant interest from registrants and have been sending out this material on request. Advertisements are continuing to appear on Yell.com, in all Yellow Pages directories and on Google, encouraging people to check the HPC Register if they search under a number of key terms including, for example, 'chiroprapist' or 'physiotherapist'.

The Department continues to respond to a range of press enquiries, including liaising with Channel 4 News which broadcast a report on the future regulation of psychotherapists and counsellors in December 2007. Articles on renewal reminders continue to be placed in appropriate professional body publications.

2. Web

The look of the website, and in particular the homepage, is being refreshed in order to bring it into line with the visual identity and house-style. This is being done alongside a refresh of the public microsite www.hpcheck.org

3. Public affairs and stakeholder communications

Since our last report we have distributed a HPC briefing to over 100 Peers and approximately 150 Members of Parliament with an interest in health and regulation. After the distribution of the briefing in late January, various meetings have been set up (or have already taken place). Further work with parliamentarians included exhibiting at the Welsh Labour Party Conference in February.

The HPC hosted an evening reception in the Scottish Parliament on 18 March with the Deputy First Minister and Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon MSP, speaking to almost 100 guests. In the same week, we hosted an exhibition space for three days in the Scottish Parliament.

We have also just received confirmation that our application for non-fringe membership at the 'Health Hotel', within the three main political party conferences in September, has been accepted. There are many benefits of membership including a joint reception at all three party conferences. The most significant work that has been done with employers has been the five UK-wide employer events. Almost 250 employers and service managers attended the sessions in November 2007 and February 2008 and proved to be a real success. There will

be a full evaluation of the employer events in the next Communications Committee.

The Public Affairs Manager has been attending all the annual professional body meetings with the President and Chief Executive. Going forward, it is now the role of the Public Affairs Manager to co-ordinate and develop communications with the professional bodies.

4. Events

Listening Events were held in Cambridge and Lowestoft in January using an updated format, which included a condensed presentation and the introduction of smaller group discussions. Feedback on the new format was very positive and will be carried through to the next set of events in May.

Since the last Council meeting we have exhibited at the 'Health and Well-being at Work' conference. Our presence was very well received with more than 200 visits to the stand and a large amount of publications distributed. We have also exhibited at the British Association of Prosthetists and Orthotists (BAPO) conference, at which our CPD Communications Manager also spoke.

5. Internal communications

Work has continued on the redevelopment of the employee intranet, a vital tool by which information is shared within the organisation. Following feedback from a survey, and an employee focus groups, designs were presented to an all-employee meeting in early March, and the redesigned intranet is planned to be launched in April 2008.

6. Publications

Since the last Council meeting, two editions of the newsletter 'HPC In Focus' have been published. The next issue is due for publication on Friday 4 April.

The brochures, 'How to make a complaint about a health professional' and 'What happens if a complaint is made about me?' were published at the end of February. The new brochure was updated, incorporating feedback from 'Connect', and laid out in line with the refreshed visual identity and house-style. Both brochures were Crystal-marked. Similarly, the brochure, 'Major change – Supplementary information for education providers' was also published at the end of February. 'Approvals and monitoring annual report 2007' is nearing completion. These brochures were published working with the Fitness to Practise and Education Departments respectively.

7. CPD Communications

The CPD Communications Manager's position (held by Mark Potter) is now being extended to a full-time position for twelve months. The CPD Communications Manager primarily gives talks on CPD to registrants, and has undertaken a further 17 talks since the Council's last meeting, having spoken to over 1,100 registrants in total so far. Work has also been undertaken with professional bodies to ensure that they understand our standards and audit process so that they are ready to deal with members' queries. Training employees, particularly Registration Advisors, is also a vital part of this role. In addition to distributing the brochures and sample profiles already produced, a CPD DVD is being produced. This will be presented at the Communications Committee in May 2008.

1. General

Since the last Council meeting, the Finance Department has produced the January management accounts and is completing the February accounts.

2. Supplier payments

At the end of January, at least 99% by value of the £456k creditor payments (January Aged Creditor Listing) are in the 30 days or less category.

3. Fee adjustments and income receipts handling

At 6 March, there was a backlog in registrant direct debit cancellations and amendments of about three processing days. We had about two-day processing backlog on rejected payments/refunds and zero days backlog on mid-cycle lapsing of registrants. Banking of registrant cheques and creditcard reconciliations were uptodate.

4. Income Collection cycle

Direct debit collections of registrants' fees (cover at least 83% of renewal fees by value) are undertaken by the Finance Department, with collections made two months in advance. Radiographer, clinical scientist, prosthetist/orthotist and speech & language therapist collections occurred in February. Physiotherapist and occupational therapist collections are scheduled for March. Most of the income comprises renewal fees collected.

5. Pensions

At 4 March, there were 52 active members in the Friends Provident Scheme and one active member in the Capita Flexiplan Scheme, excluding the "notional" members. Barnet Waddingham (BW) stated at 4 March that 27 transfers had been paid across to the Friends Provident scheme, totalling £876k inclusive of additional voluntary contributions.

6. Funds under Management

At 6 March, the Business Reserve account balance was £450k earning an interest rate of 2% per annum. A further £4.87M was invested in the special interest-bearing account (SIBA) on a rolling monthly basis, earning 5.25% per annum. NatWest, Barclays and HSBC are active money market providers for HPC. The value of our investment portfolio (including £208k cash) at the end of February was £1.65M. Regarding the reserves policy, three average budgeted months of operating expenses totals £3.12M. At the end of January, the sum of investments and working capital totalled £4.35M.

7. 22-26 Stannary Street Ltd VAT deregistration

HMRC confirmed that the option to tax will be disapplied, once the Stannary Street property is first used after the refurbishment and the 'election to waive exemption' is received. In March, BDO Stoy Hayward provided the election to waive exemption and VAT certificate of registration documents relating to the original property company. These were passed on to Baker Tilly to proceed with the deregistration application.

8. March 07 Annual Report

The HPC is waiting for the Privy Council to lay the report in Parliament. The Chief Executive has written to the Privy Council Office to try to resolve issues outstanding, including HM Stationery Office claim that the HPC Annual Report publication is their responsibility.

9. Employee training and levels

There is a team of eight full-time permanent employees in the Finance Department including the Director of Finance and Procurement Officer. Two Finance employees are enrolled in after-hours, part-time professional accountancy qualifications (CIMA and CAT) at present. Temporary staff are periodically hired to cover for staff on annual or sick leave and to help the Transaction Manager and P/L Officer achieve their required service level targets.

10. Significant Financial Projects/Issues (next few months)

- Financial System Upgrade project (core aspects on track, online purchase ordering delayed until July)
- Fee Change 2009 project (on track)
- LISA Access Rights project (delayed by the delay of the Application Server project)
- External Audit and Year End Reporting (on track)
- Completion of the 2008/09 Annual Budget (on track)

11, Facilities Management Report: Employees

There are six permanent employees including the Facilities Manager. Areas covered include Reception, Building Maintenance, Postroom, Catering, Health and Safety, Insurance and building project liaison.

22-26 Stannary Street building project

The 22-26 Stannary Street premises refurbishment is progressing with an estimated 12 week delay against the original project timetable. Valuation of the premises by Stiles Harold, Williams, Chartered Surveyors and Valuers pre- and post-completion is being arranged. Detailed space planning has been completed and plans worked out for relocating departments, decorating and restacking the buildings, following completion of phase one of the 22-26 Stannary Street project.

Health and Safety issues

Implementation of HPC Health & Safety and Fire Safety training to commence from April 2008.

Procurement Report

Work in progress to scan systematically key supplier service agreements into the centralised supplier database (Lotus Notes) and Data Protection agreements, as appropriate. Some HPC supplier contracts are also being updated with assistance from BDB lawyers. Following ongoing problems with Portman, (the preferred travel supplier for HPC) and following re-tendering of the travel provider contract, we are in the process of appointing a new preferred travel provider.

Fitness to Practise – Ms Kelly Johnson

1. Decisions

Struck Off

Boban Rodolph, physiotherapist – examined female patients in an inappropriate manner

Glen Hawkins, paramedics – falsified documentation to gain annual leave on a number of occasions

Chendu Agasthi, physiotherapist – unnecessary cancellation of appointments, inadequate clinical knowledge and record keeping, failure to seek supervision and adhere to protocols

Babatunde Akinbode, biomedical scientist – fraudulently procured a reference

David Wright, paramedic – convictions for theft from a dead patient

Paul Jones, speech and language therapist – Inadequate patient records, failure to ensure patient records securely kept, taking photographs of children in a state of undress

John Jarvis, paramedic – conviction for making indecent photographs of children

Kayode Balogun, radiographer – falsification of employment details and failure to declare previous fitness to practise proceedings

Christopher Payne, paramedic – conviction for possessing indecent photographs of children

Vasanth Thangaraj, physiotherapist – record keeping and clinical decision making

John Haslam, clinical scientist – erased patient identifiable data from foetal slides and presented this as the work of another scientist

Benjamin Lavender, operating department practitioner – convictions for theft of controlled drugs from workplace

Jennie Andrews, biomedical scientist – attending work under the influence of alcohol

Suspension

Hiral Soni Hiral, physiotherapist – failure to meet the required level of English language proficiency

Avril Mailey, occupational therapist – failure to complete adequate patient assessment and poor risk management

Leanne Russell, occupational therapist – failure to meet standards of proficiency

Yobesh Nyakweba, occupational therapist – clinical practice below standard

Penny Crossland, operating department practitioner, health

Rene Revillas, radiographer – failure to meet the requirements of a neurological case load

Brajraj Kumar, radiographer – lack of competence

Lorna Black, occupational therapist – record-keeping and patient assessments

George Tofarides, physiotherapist – record-keeping, assessment techniques and failure to make referrals

Mario Escobar, occupational therapist – record-keeping, failure to respond to patient needs

Laura Ward, occupational therapist – lack of competence

Gavin Hamilton, occupational therapist – health

Susan Blunden, biomedical scientist – attended work under the influence of alcohol

Conditions of Practice

Simon Small, paramedic – patient assessment, record-keeping and patient handling

Caution

Sharon Cooke, paramedic – failure to provide adequate basic medical assessment

Bridget Burke, arts therapist – misconduct

Craig Daniel, paramedic – undertook paid work during period of sickness absence

Sylvia Cousins, physiotherapist – unauthorised absences

David Edwards, radiographer – inappropriate use of IT

Jacqueline Darrer, radiographer – drink-driving convictions and failure to inform HPC of convictions

Sean Wale, operating department practitioner – falsely completed logbook

Susan Duffield, physiotherapist – failed to honour a contract and return supplies

Martin Reilly, occupational therapist – downloaded and stored pornographic images on a work computer

2. High Court Appeals

The High Court considered the case of Cristina Reyburn on 18 February 2008. The judge quashed the suspension order imposed on the registrant and remitted the case back to a panel of the Conduct and Competence Committee for further consideration on sanction. No cost order was imposed against the HPC. A report on this case will be provided to the Council following the conclusion of the case.

We are still awaiting a date to be fixed in the matter of Stanley Muscat.

The CHRE case in the matter of David Tregellas has been remitted back to a panel of the Conduct and Competence

Committee. A report will be provided to the Council following the conclusion of this case.

3. Investigating Committee

At the end of February 2008 there were 220 cases within the remit of the Investigating Committee

4. Conduct and Competence Committee

At the end of February there were 146 cases within the remit of the Conduct and Competence Committee

5. Health Committee

At the end of February there were four cases within the remit of the Health Committee.

6. Review Hearings

At the end of February 90 registrants were subject to suspension or conditions of practice orders.

7. Registration Appeals

13 registration appeals were received between November and February and 11 hearings were held. At the end of February there were 37 open cases.

8. Health and Character

126 health and character declarations were received between November and February 2008. 99 cases were considered by registration panels. 11 matters were referred to the Investigating Committee and one readmission was rejected. There were 72 open cases at the end of February.

9. Protection of Title

95 complaints about misuse were received between November 2007 and February 2008. At the end of February there were 115 cases.

10. Other Information

Meetings:

British Psychological Society
Essex Police
Diane Hodgson – training consultant
Mercury Health
Employer Events – Glasgow, Manchester, London, Belfast and Cardiff
Jenni Richards – 39 Essex Street
Hearing Aid Council
Physio First
Health Writers Guilds
Society of Chiropodists and Podiatrists
British Psychoanalytic Council
Legal Assessor Review Day
Panel Chair Review Day
Drama Therapist Partner Recruitment
Association of Educational Psychologists
Health for Health Professionals Working Group
Pre Hospital Emergency Care Council (Dublin)
Trade Unions
Department of Health
British Psychological Society
Information Tribunal

Training

Graduate Diploma in Law
Investigating Panel training
Performance Review training
Equality and Diversity training

Resources

Following the reorganisation of the Department, Zoe Maguire was promoted to the position of Lead Case Manager, Russell Brown has joined the Department as Lead Case Manager from the GMC and Alison Abodarham has joined the Department as Hearings Manager from the NMC. Eve Seall's job title has changed from Fitness to Practise Manager to Head of Case Management to reflect more accurately her role and responsibilities.

Interviews for the final Lead Case Manager are due to take place on 31 March 2008.

Grant Edgeworth and Jon Dillon have been promoted to the role of Case Officer.

Brendon Edmonds joins the Department on 17 March 2008 as hearings officer with a scheduler joining us in April

Jameel Anwar joined the Department in March as our new team administrator, from the Registration Department.

We are interviewing for the final hearings officer appointment and case manager over the next couple of weeks.

1. Employee resourcing

The last report to Council referred to the fact that Roy Dunn had transferred from his post as Director of IT to that of Head of Business Process Improvement. Since this time, the post was advertised in the Guardian newspaper and Guy Gaskins was appointed as Director of IT. Guy commenced in January 2008.

Following advertising in February, all three permanent Registration Advisor posts have been filled. Within this time, a further Registration Advisor vacancy arose due to the internal promotion of Jameel Anwar to the Team Administrator post in the Fitness to Practise Department. This vacancy has also been advertised and filled. Anoop Cheema, James Bunting, Siobhan Carson and Tara Spencer join the HPC on 1 April 2008. The two twelve month contract posts to cover two employees who are taking maternity leave were not filled and these posts have been re-advertised.

Following the re-organisation of the Education – Approvals and Monitoring Department, the two newly created Education Manager posts reporting to the Head of Education were advertised in February. These were filled by internal employees who were previously Education Officers (Osama Ammar and Tracey Samuel-Smith). One candidate worked in a university prior to working for the HPC and the other has extensive experience working in equivalent education departments of other regulatory bodies. Since the last report to Council two Education Officers were also appointed to this Department, and both employees commenced prior to Christmas. There are therefore no vacancies now remaining in this Department.

Several internal promotions within the Fitness to Practise Department over the past few months resulted in advertising for two Administrators, two Hearings Officers and a Case Manager. As outlined earlier, one vacancy for an Administrator was filled internally by Jameel Anwar, one Hearings Officer vacancy was filled by an external candidate Brendon Edmonds and a Scheduling Officer post was filled by another external candidate Rachel Bull. Interviews are being held for the remaining Administrator vacancy, Hearings Officer vacancy, and Case Manager vacancy during March 2007.

2. Training

Interview technique training has been organised for the month of May, for new managers who sit on interview panels. This is to ensure that interviewing is competency based and meets all legislative requirements. We are currently also in the process of organising a training day for these managers on investigations, and disciplinary and grievance processes for March.

Following all employees being trained on equality and diversity over the past year, an ongoing rolling training program for any new employees who join the HPC will now continue so that all new starters are captured in this training.

3. Performance Review Process

The Department has been overseeing the annual performance review process, compiling the completed performance reviews, and ensuring that any training needs are documented and followed up.

4. Pay Review Process

Following decisions by the Remuneration Committee on 6 March 2008, the Department has started to prepare all the necessary letters and paperwork to implement any approved increases for employees.

5. Reporting on Employee Turnover and Sickness Absence

Following requests made at the Finance and Resources Committee meeting on 6 February 2008, the management report from HR has been amended. Sickness absence was previously reported as number of days per month. Turnover was expressed as a percentage each month. These have been changed and the report now shows the following;

- sickness absence and turnover are now shown as percentages from April 2006 onwards to show longer term trends;
- sickness absence is now shown as a percentage of working days lost each month out of the total working days available; and
- turnover is now shown as a rolling-year percentage turnover figure calculated each month; the calculation for any current month is the total leavers for the twelve months ending in the current month as a percentage of the average number of employees over that twelve month period.

1. Resource

Guy Gaskins started at HPC on Monday 7 January.

2. General IT infrastructure

- Stannary Street IT provision has been reviewed and improved to provide a more resilient architecture.
- New production servers for LISA are awaiting set up for pre-production testing. DR servers will follow immediately thereafter. The schedule has been changed in order to prevent initiating this substantial change in the middle of a peak renewal cycle.
- The network architecture supporting Park House has been reviewed and a new design planned to be implemented to provide a more robust architecture.

3. Additional planning activities

- resource planning workshops to determine what can be delivered in 2008/9 by internal IT team;
- IT Work plans are being developed for 2008/9;
- IT Strategy being planned for delivery to July Finance and Resources Committee;
- two planning sessions with the BPS to define the data transfer;
- major and small project resource requirement planning;
- planning session with Digital Steps Ltd to upgrade the LISA application and hardware;
- planning has begun for the physical move of employees to their new locations in Park House and Stannary Street.

4. Projects

LISA –2007-8

- CPD project in User Acceptance Testing (UAT) phase is progressing to plan.
- Application Server Upgrade: Functional testing is satisfactory. There are current issues with performance on the new platform. The migration is being planned.
- Professional Qualifications Directive requirements have been fulfilled by the interim Lotus Notes solution. No ongoing LISA upgrade is required at this time.
- LISA Access Rights (LAR): development complete and UAT has started.
- Practitioner psychologists: preparation for take-on continuing with a meeting with Digital Steps and the BPS.

Finance systems

- Sage 200: issues with the purchase order system and difficulties with a key supplier are placing pressure on the schedule, see Major Project report.

Service availability

- There was a 30 minute outage to all services on 08/01/08 caused by a complete local power failure in Kennington area.
- LISA and Lotus Notes were unavailable for 45 minutes on 06/02/08, and 45 minutes on 07/02/08. The root cause is believed to be memory contention. Additional memory has been ordered.

Compliance

Desktop software licence compliance validated by audit was performed by an independent third-party company.

1. Applied psychologists

Short-listing is taking place in March 2008 with interviews currently scheduled for June and July 2008. Training for these partner roles will take place in December 2008 and January 2009.

2. CPD assessors

All CPD Assessor applications for both modalities have now been assessed and are all appointable. Offer letters have been sent to all applicants. I have been working with Mark Potter, Customer Service Manager, to identify the best advertising medium for the remaining ODP, CPD Assessor vacancies, which total four. Advertisements will be placed in the Association for Perioperative Practice and the College of Operating Department Practitioners in April 2008 with short-listing taking place in May 2008 with interviews in June 2008.

3. Partner contracts

All existing partners have been written to throughout March 2008 with a contract extension letter. Once I have received all of the responses back from the partners concerned, I will be working with the department heads that use the partners to ascertain if we need to recruit for new partners. This will very much depend upon how many partners wish not to continue with their existing partner roles.

4. Prosthetists and orthotists recruitment

The HPC currently has a total of three prosthetist and orthotist visitors. One prosthetist and orthotist training has already taken place and I anticipate training for the remaining two visitors to take place in April 2008.

Policy and Standards – Ms Rachel Tripp

1. Meetings undertaken by the Policy & Standards

Department:

- Safe First Conference 13 December
- Disability Event, Manchester University 17 December
- British Psychological Council 7 January
- Safeguarding Vulnerable Groups Consultation 9 January
- Department of Health 11 January
- National Institute for Clinical Excellence 11 January
- British Association for Counselling and Psychotherapy 14 January
- Professional Liaison Group 15 January
- Higher Education Policy Institute 15 January
- Alliance of UK Health Regulators in Europe (AURE) 15 January
- Society of Radiographers 15 January
- British Academy of Western Medical Acupuncture 17 January
- CPD Talk at St. George's 17 January
- Nursing and Midwifery Council 21 January
- Safeguarding Vulnerable Groups meeting 21 January
- National Clinical Assessment Service Annual Conference 21 January
- Listening Event – Lowestoft 22 January
- Gateways to the Professions Bid: Professional Bodies Focus Group meeting 22 January
- Listening Event – Cambridge 24 January
- UK Inter-professional Group 4 February
- Mental Health Practitioners 6 February
- Relate Institute 7 February
- Department of Health 11 February
- Children's Workforce Development Council 11 February

- Employers' event, Belfast 18 February
- Listening Event – Cardiff 20 February
- Employers' event – London 21 February
- Post-registration qualifications discussion meeting 26 February
- Bircham Dyson Bell 4 March
- Lord Ward-Atherton 4 March
- Alliance of UK Health Regulators in Europe (AURE) 7 March
- National Practise Learning Partnership 11 March
- Acupuncture Stakeholders Group 12 March
- Psychological Professions Alliance Group meeting 17 March
- Scottish Government 18 March

2. Professional Liaison Groups

Continuing fitness to practise

The group had its third meeting on 11 March 2008 at which the General Medical Council and General Dental Council presented on their proposals / work in this area. Two further meetings are planned. It is anticipated that the group will report to Council at its meeting in October 2008.

Review of the Standards of Education and Training

This PLG held its final meeting on 18 February 2008. The draft standards will be taken to the Education and Training Committee in March 2008 and if agreed will then go out for consultation for three months.

3. The regulation of practitioner psychologists

The results from the consultations on the standards of proficiency, and on the threshold level of entry to the Register,

are currently being analysed. It is anticipated that the outcomes of the consultations will be considered by the Education and Training Committee on 10 June 2008 and by the Council on 3 July 2008.

The Council's response to the Department of Health (UK) consultation on the Health Care and Associated Professions (Miscellaneous Amendments) No 2 Order 2008 was discussed and agreed in February 2008 and has now been submitted.

The Department continues to work as part of the cross-departmental project to bring psychologists onto the Register. Work on other cross-departmental projects is ongoing including the fees project 2009, and safeguarding vulnerable groups.

4. Post-registration qualifications

A discussion meeting was held on 26 February 2008 with representatives from professional bodies, visitors, council members and others to discuss the area of post-registration qualifications. It is anticipated that a report from the meeting and suggestions for next steps will be taken to the Education and Training Committee meeting on 10 June 2008. A paper may also be brought to the Council at a subsequent meeting.

5. Consultations

The consultations on revised standards of proficiency for operating department practitioners, and the local anaesthetics and prescription only medicines standards in the standards of proficiency for chiropodists and podiatrists, have now closed. The consultation responses and revised standards for operating department practitioners are being considered at this

Council meeting, 27 March 2008. It is anticipated that the responses from the consultation on the chiropodists'/podiatrists' standards will be considered by the Education and Training Committee on 10 June 2008 and by the Council on 3 July 2008.

6. Standards Of Conduct, Performance and Ethics

The results of the consultations on the revised Standards of Conduct, Performance and Ethics are the subject of a paper to this meeting of the Council.

7. The regulation of Hearing Aid Dispensers

Following the recommendations of the Hampton Review, the Hearing Aid Council is being abolished, and it is anticipated that hearing aid audiologists will transfer onto the HPC Register in the spring of 2009. The Policy & Standards Department is in regular contact with the Hearing Aid Council in order to plan and prepare appropriately for this transfer.

8. CHRE Performance Review

The Council for Healthcare Regulatory Excellence reviews the performance of all nine healthcare regulators each year, and the Policy & Standards Department collates and co-ordinates the submission of materials which form the basis of the review. The HPC's submission was sent in to CHRE in January, and the final results from CHRE are being prepared.

9. Healthcare professionals crossing borders

HPC is one of many signatories to a document that derived from the Healthcare Professionals Crossing Borders agreement. This document describes the understanding reached by participating European competent authorities for the

exchange of disciplinary and related information about healthcare professionals on a proactive and case-by-case basis.

A meeting will take place in Oslo on 30 May 2008 focusing on the implementation of the HPCB "Memorandum of Understanding on Case-by-Case and Proactive Information Sharing".

1. Operational performance

a) Telephone calls: i) UK telephone calls During the period from 1 November 2007 to 29 February 2008 the team received a total of 39,700 telephone calls, which is 8,032 more than the same period two years ago and equates to a 25% increase in the volume of telephone calls received. 30,484 telephone calls were answered.

ii) International telephone calls During the period from 1 November 2007 to 29 February 2008 the team received a total of 4,109 telephone calls, 94% of which were answered.

b) Application processing: i)UK applications A total of 1,819 new applications were received during this period and 1,600 individuals were registered. Applications took on average seven working days to process which exceeds our service standard of processing applications within ten working days of receipt.

Applications for readmission took an average of six working days to process which exceeds our service standard of processing applications within ten working days of receipt.

ii) International Applications A total of 725 new international applications were received which is an increase of 21 on the previous four months. However, this is 319 international applications less than the number received during the same period 12 months ago. During the period 1 November 2007 to 29 February 2008, 428 individuals were registered. Applications were being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

c) Emails i) UK Emails The team received approximately 60/80 emails per day and responded to these within 48 hours of receipt which compares favourably with our service standard of five working days response time.

ii) International Emails The team received approximately 20/30 emails per day and managed to respond to these within 48 hours of receipt which compares favourably with our service standard of five working days response time.

d) Registration Renewal

At the start of August 28,866 occupational therapists and in September 22,588 biomedical scientists were invited to renew their registration. Due to the exceptional circumstances caused by the postal disruption to those renewing their registration, it was agreed to allow an additional 'grace period' for renewal applications to be received. Occupational therapists had until 30 November 2007 and biomedical scientists the 17 December 2007 to renew their registration. Of the number originally invited to renew registration, 8.3% of occupational therapists and 7.9% of biomedical scientists lapsed from the Register. This compares favourably with 2005 when 10.6% of occupational therapists and 7.9% of biomedical scientists lapsed.

At the start of December 2007, 25,556 radiographers were invited to renew their registration. Of the number originally invited to renew registration, 9.6% of radiographers lapsed from the Register. This compares less favourably with 2006 when 7.2% of radiographers lapsed.

At the start of February 2008, 42,696 physiotherapists were invited to renew their registration and as at 14 March 2008, 18,662 had renewed their registration. Registrants have until 30 April 2008 to renew their registration.

2. Employee Resource

The Department is operating with the budgeted headcount. All new registration employees recruited during the past 12 months have commenced an Institute of Customer Services (ICS) accredited training programme which provides delegates with a foundation in the knowledge, understanding and skills needed to become a Customer Service Professional. The ICS programme is a 20-hour improvement course which is delivered over two days and includes the latest industry research on customer service, keeping the registration teams at the cutting edge of customer service professionalism. The participant guide includes a choice of work based assignments that have been customised to meet the specific needs of the Health Professions Council.

1. Council membership

The President and the Executive are working with the Appointments Commission to recruit two lay members to the Council. The recruitment process is timetabled to be completed by June 2008.

2. Health Committee member

A registered medical practitioner has been recruited to the Health Committee and, subject to ratification of the appointment by Council, should attend his first meeting on 23 April 2008.

3. Council elections

Nomination forms for the 2008 Council elections will be sent to all dietitians, speech & language therapists and operating department practitioners on 21 April 2008. A by-election for the clinical scientist vacancy on the Council will be run at the same time.

4. Election of the President 2008

A paper setting out the process for the election of the President following the 2008 elections to Council will be included on the May 2008 Council agenda.

5. Fitness to practise chairmen and deputy chairmen annual meeting

The annual meeting of the chairmen and deputy-chairmen of the fitness to practise committees will take place on 27 March 2008, immediately after the Council meeting.

6. CPSM pension scheme

A paper regarding the winding up of the CPSM pension scheme will be included on an agenda for a future Council meeting. The scheme has been closed to new members since 1995 and was replaced by the Federated Flexiplan Scheme.

7. Council members’ self-assessment

The annual Council members’ self-assessment meetings have been completed. The Secretariat will be meeting with the President to discuss training needs highlighted during the meetings. A paper outlining feedback from the reviews will be included on the agenda for the July Council meeting.

8. Information review

The Secretariat is currently overseeing a review of HPC information processes. The outcome of this will be included in the business planning process for the year 2009/10.

9. Members’ training

The Secretariat has received many completed feedback forms from the training European Union law held on 20 February 2008. The feedback has been circulated to those involved in preparing the training. The Audit Committee held a training session on 27 February 2008 on HPC’s internal quality processes.

10. Meetings & training

Trust Secretary at West London Mental Health Trust, Department of Health, Sackers and Partners pension solicitors Electoral Reform Services, In Form Consult, Corporate Governance Conference, Regulators Governance Group

**Management Reporting Information to Council
Figures for January 2008
Health Professions Council**

Approvals and Monitoring	Programme approvals and visits	2a	
	Programme monitoring	2b	
	Major/minor change submissions	2c	
Customer Services	Feedback	3	
Finance	Consolidated Income and Expenditure	4	
	Consolidated Department Monthly Variances	5	
	Consolidated Balance Sheet	6	
	Consolidated Cash Flow Actual and Forecast	7	
Fitness to Practise	Allegations and Enquiries	8a	
	Allegations - Health and Conduct and Competence Panel Hearings	8b	
	Source of Allegation	9	
	Cases Pending - Investigating Panel & Health Panel	10	
	Cases Pending - Conduct and Competence Panel & Review Hearing	11	
	Hearings total cases considered	12	
	Registration Appeals	13	
	Protection of Title	14	
Health and Character Declarations	15		
Human Resources	HR Information	16	
Information & IT	IT Infrastructure	17	
Office Services	Mail Volume	18	
Registration	Registrants	HPC Registrants by Profession	19
	International Registrations	International & Grandparenting Application Status	20
		New Grandparenting Applications Received	21
		Grandparenting Registrations	22
		New International Applications Received	23
		International Registrations	24
	UK Registrations	UK Application Status	25
		New UK Applications Received	26
		Renewal Information	27
	International & UK Registration	Application Types Received	28
		New Registrants	29
		Registration Telephone Information	30
		Number of registrants with supplementary prescribing rights	31
Communications	Website visits	32a	
	Website page views	32b	