



Management Information Pack

Marc Seale, Chief Executive & Registrar

Report to Council meeting on 26 March 2009

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2009-03-06	a	INF	DCB	Front page March 2009 Council reports	Final DD: None	Public RD: None

Chief Executive's Report to Council meeting on 26 March 2009 Contents

<u>Department</u>	<u>Page</u>
Chief Executive – Mr M Seale	2
Business process improvement – Mr R Dunn	4
Communications – Mrs J Ladds	6
Education – Ms A Creighton	9
Facilities management – Mr S Hall	11
Finance – Mr S Leicester	12
Fitness to practise – Ms K Johnson	14
Human resources – No report in absence of Director	
Information technology – Mr G Gaskins	17
Partners programme – Ms D Dawkins	19
Policy and standards – Mr M Guthrie	20
Registration – Mr R Houghton	23
Secretariat – Miss L Hart	25

Chief Executive – Mr Marc Seale

1. Completed meetings 1 December 2008 to 28 February 2009

Dept of Health Legislation Project Board	1 Dec
Society of Chiropodists & Podiatrists	2 Dec
Society of Perfusionists	3 Dec
Pre-Hospital Emergency Care Council	3 Dec
Royal Pharmaceutical Society of Great Britain	3 Dec
Institute of Biomedical Science	4 Dec
Kingsley Napley	5 Dec
PhysioFirst	9 Dec
NHS Confederation reception	10 Dec
CHRE Future of Regulation seminar	12 Dec
College of Operating Department Practitioners	15 Dec
Institute of Biomedical Science	15 Dec
Association for Perioperative Practice	16 Dec
British Association of Art Therapists	16 Dec
Chief Executives steering group	16 Dec
Digital Steps	5 Jan
CLEAR	8-10 Jan
Dept of Health Legislation Project Board	14 Jan
Listening Event – Craigavon	15 Jan
Department of Health	16 Jan
Baroness Masham	20 Jan
HUCBMS at Institute of Biomedical Science	20 Jan
Hearing Aid Council	21 Jan
Registration Council for Clinical Physiologists	21 Jan
Earl Howe	21 Jan
Department of Health	22 Jan
Department of Health	23 Jan
Centre for Strategic Business Studies	23 Jan
Independent Practitioners Network	27 Jan

Chief Executives' steering group	28 Jan
'Regulating quality' breakfast meeting	29 Jan
Norwegian Registration Authority for Health Personnel	30 Jan
Medicines and Healthcare Products Regulatory Agency	5 Feb
Belfast visit: DHSSPS, NISCC, PSNI	9 Feb
Stiles Harold Williams	12 Feb
Society of Radiographers	12 Feb
GB Training	13 Feb
Association of Physicians' Assistants	13 Feb
Robert Half Agency	16 Feb
Brussels visit: John Bowis MEP + various agencies	17-19 Feb
CHRE (annual performance review)	23 Feb
Nursing and Midwifery Council parliamentary reception	24 Feb
PKF	25 Feb
General Social Care Council annual reception	25 Feb
APM Group	27 Feb
College of Psychoanalysts	27 Feb

2. Scheduled meetings

Employer Event – Edinburgh	3 Mar
CHRE conference	5 Mar
HPCB Spring 2009 meeting	6 Mar
Listening Event – Croydon	10 Mar
Hearing Aid Council stakeholder event	11 Mar
Listening Event – Upton Park	12 Mar
Department of Health	16 Mar
Listening Event – Brentford	17 Mar
Listening Event – Enfield	19 Mar
EIPA seminar	23-24 Mar

HPC parliamentary reception	26 Mar
British Psychological Society conference	3 April
Royal Pharmaceutical Society of Great Britain	7 April
Dept of Health Legislation Project Board	16 April
CHRE (new Council member inductions)	17 April
Scottish Govt White Paper Overarching Implementation Steering Group	29 April
Chief Executives steering group	30 April
NHS Education for Scotland	5 May

1. Human Resources

There are no changes.

2. Quality Management System (QMS) review meetings and internal audits

QMS process updates

Information and data security work across HPC is ongoing. The Poynter Review on the HMRC data loss has been analysed for lessons we may glean from the review process across government departments. The content is being discussed internally. Triangulation of responsibility for the various aspects of information security are being discussed.

The March all-employee meeting included a presentation “Response to the quality management system review 2008”.

BSI audit

The next “external” BSI audit is scheduled for 28 April 2009. The October date is to be confirmed.

The Policy and Standards and Communications Departments have been internally audited. Entrance to the premises by security pass usage was audited, with very high take-up over a morning.

The following internal audits are to be completed in March

- Information Technology Department

The ISO 9001 standard is being updated worldwide and HPC will evaluate our existing 9001:2000 systems to change to 9001:2008 over the next few months.

3. Business continuity

The disaster recovery / business continuity plan contact details are being updated on a monthly basis as usual.

A Registrations Department test occurred in late January with access to systems successfully obtained. The Communications Department is arranging a test. A Fitness to Practise Department test will be attempted with a small number of users if their work load allows. Details will be provided once testing has been completed.

The March all-employee meeting included a presentation “Disaster Recovery at HPC” updating the organisation on our latest practices.

4. Information & data management

We are evaluating the level of detail that internal resources can supply for statistical analysis of registrant data. External resources may be applied to build our capability in this area. Additional insurance cover for data protection at the paper archive, is still being assessed.. This insurance also provides additional protection for the traditional “IT” based information.

The archive stakeholder group have examined the responses as part of the decision making process. One preferred supplier has been located. Contract negotiation is ongoing.

A view will be taken of security and cost to determine the winner of the tender process.

5. Risk Register

The ongoing maintenance of the HPC Risk Register has been transferred to the Operations Directorate.

The format of the Register has been updated to increase the range of the scales for impact = significance and likelihood = probability. Impact x likelihood = risk score

The risk register will continue to be updated twice yearly by the risk owners.

1. Media and campaigns

Press coverage for the HPC has increased significantly over the last year with more journalists and newswire agencies attending fitness to practise hearings. Professional body coverage has also increased with numerous articles on renewals and the roll out of the online authentication for registrants. All press releases can be viewed on the HPC website in the media and events section and news coverage is uploaded to the Council extranet.

The 'Be healthwise' campaign to increase awareness of the HPC among older people was launched in November 2008 at the National Care Forum (a network of residential and care providers). We also attended the English Community Care Association (network of independent care homes) annual conference and will have a presence at the National Care Show in March 2009 as well as others conferences aimed at older people care providers across the UK in the coming months.

We have written to 22,000 care homes across the UK with information for managers and are now focusing on a regional media campaign based on case studies which have been developed with registrants and the older people they care for.

At the start of December we embarked on the HPC's first joint media campaign with a professional body, the British Dietetic Association (BDA). The aim was to raise awareness of the protected title of "dietitian" and the importance of using a registered health professional. As a result of the campaign, we received coverage in regional and national press as well as regional radio. We also still have interest from BBC's 'The One

Show', women's weeklies 'Bella' and 'Best' magazines as well as The Sun newspaper.

We continue to feature a series of information adverts in the Yellow Pages (physiotherapy and chiropody sections) and on Yell.com (physiotherapy, chiropody and dietitian sections) as well as adwords on Google.

In January we undertook a second distribution (in this financial year) of public information leaflets and posters to the 6,000 largest GP surgeries across the UK. We are also mailed our public information leaflets and posters to Patient Advisory and Liaison Managers, Health Councils, 1,500 Numark pharmacies and 1000 independent pharmacies across the UK.

We have also written to GP practice managers enclosing our referrers guide asking them to raise awareness amongst their GPs and let them know that they should be aware of the regulated professions when they refer their patients to one.

2. Public affairs and stakeholder communications

Part of our ongoing work and communication with professional bodies includes annual meetings at the HPC with the President, Chief Executive, Director of Operations and Public Affairs Manager. These included:

- The Institute of Biomedical Science (IBMS)
- The Chartered Society of Physiotherapy (CSP)
- The Society of Chiropody and Podiatry
- The College of Operating Department Practitioners (CODP)
- The Association for Perioperative Practice (AfPP)
- The British Association of Art Therapists (BAAT)

- Society of Radiographers (SoR)

The second series of Employer Events for human resources and service managers has drawn to a close, with feedback being overwhelmingly positive. Over 300 delegates attended the events held in London, Cardiff, Leeds, Belfast and Edinburgh. The format for the events has been improved with more interactive workshops held on continuing professional development and fitness to practise, along with a presentation about the HPC and future developments.

Other exciting news is that the HPC has been accepted to exhibit in the Upper Westminster Waiting Halls for the week of 23 March 2009. The timing is crucial with the section 60 legislation relating to the onboarding of psychologists and the changes to our Council going through Parliament about this time. We will also be hosting a reception in Parliament for our key stakeholders to link in with the exhibition. The Minister for Health Services, Ben Bradshaw MP, has kindly agreed to open the reception.

3. Events

The Events Manager continues to be extremely busy and in addition to the activities listed below has managed events listed in other sections of this report, particularly Employer Events, conferences and exhibitions linked to the 'Be healthwise' campaign and employee events.

Since the last report, the HPC has attended and exhibited at the following event:

- Health and Wellbeing at Work

Forthcoming annual conferences and exhibitions include:

- British Association of Prosthetists and Orthotists
- Royal College of Speech and Language Therapists
- British Psychological Association
- Naidex

The Listening Events in Northern Ireland in January 2009 went well and the Greater London Listening Events which will take place in March are booking well.

4. Publications

Since the last report, the Publications Manager has been working on the following.

- Fitness to practise annual report 2008, published February 2009
- Approval process – supplementary information for education providers, to be published March 2009
- Making a complaint about a training or education programme, to be published March 2009
- HPC In Focus 21, published Friday 6 February 2009
- Preparation for HPC In Focus 22, to be published Friday 3 April 2009
- HPC Update (all-employee newsletter), published Monday 2 March 2009
- Revision of the public information materials, publication due March/April 2009
- Display materials for the Westminster exhibition, Monday 23 to Friday 27 March 2009

5. Communications support for organisational activities

CPD: the programme of talks and workshops are now booked until July 2009 with several extended tours of the home countries planned. There have now been more than 130 talks delivered to over 8,000 registrants across the UK.

Development work to make the CPD dvd available on the website has commenced and it is anticipated this will be completed by Spring 2009.

Registration and renewals: the Department has supported the Registrations Department in the renewals process through a range of activities including articles in relevant journals, active contact with professional bodies and a series of communications with service managers. This work supported the reduction in the number of ODPs lapsing from the Register in 2008. It is intended to develop this communications programme for all professions renewing in 2009.

Web: A new 'online information pack request' facility has also been designed and is currently under construction, this will allow users to order public information material via the website.

The web manager continues to work closely with all departments across the organisation to ensure their online needs are met. Such collaborative work includes the reviewing and updating of guidance for registrant and applicants, the creation of a new section for 'aspirant groups', the restructuring of accessibility information, and the on-going development of education provider and approved programme information.

6. Employee update

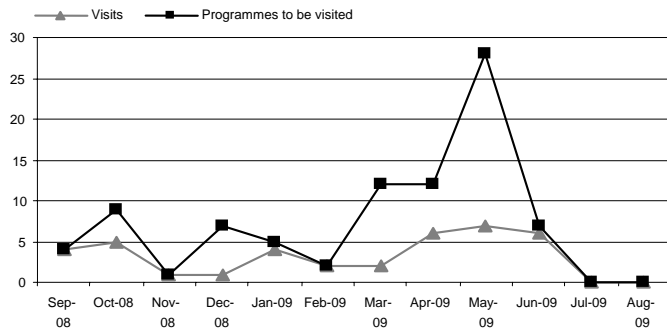
Daniel Knight joined the team as administrator on Monday 5 January and Lauren Swann has joined the team as Communications Officer for a three month period.

Education – Ms Abigail Creighton

1. Approval process

The Department has 38 visits scheduled for this academic year (Sept 08 – July 09), covering 87 programmes. This includes 6 multi-professional visits. The schedule is now closed from this academic year, as we require six months notice.

Month	Visits	Programmes to be visited
Sep-08	4	4
Oct-08	5	9
Nov-08	1	1
Dec-08	1	7
Jan-09	4	5
Feb-09	2	2
Mar-09	2	12
Apr-09	6	12
May-09	7	28
Jun-09	6	7
Jul-09	0	0
Aug-09	0	0



2. Annual monitoring process

The Department is in the middle of its peak of annual monitoring work. The tables below provide a summary of the submissions received to date.

Audit submissions			
Deadline*	Expected number of submissions	Number of submissions received	Number of late submissions
Jan-09	71	70	1
Feb-09	37	15	22
Mar-09	38	0	
Apr-09	18	2	
May-09	0	0	
Jun-09	0	0	
Jul-09	11	0	
Aug-09	1	0	

* The expected submission dates from education providers are at the end of each month.

Two annual monitoring assessment days were held in February 2009 to consider submissions received to date. Further annual monitoring assessment days are planned in March, April and May.

Declarations forms			
Deadline*	Expected number of submissions	Number of submissions received	Number of late submissions
Jan-09	65	69	1
Feb-09	54	5	10
Mar-09	41	17	
Apr-09	13	5	
May-09	2	0	
Jun-09	1	0	

* The expected submission dates from education providers are at the end of each month.

3. Major change process

The Department has received 48 major change submissions since the start of the academic year. These submissions cover 97 programmes. The table below shows the total number of submissions which have gone entered the major change process.

Month	Submissions	Programmes considered as part of submission
Sep-08	10	20
Oct-08	7	22
Nov-08	3	5
Dec-08	9	18
Jan-09	9	13
Feb-09	10	19

The table below shows which result of the notification stage of the major change process. Nearly 50% have been filtered out and directed to the approval or annual monitoring process.

Process	Number of programmes
Referred to annual monitoring process	5
Referred to approval process	21
Retained in major change process	51
Withdrawn	7
Pending decision	17

4. Employees

The Department has successfully recruited to a number of positions in late 2008/early 2009. Anne Shomefun and Brendon Edmonds have taken up Education Officer positions. Two new Education Officer are due to join the Department in mid March 2009. This has taken the Department total head-count from ten to twelve.

5. Liaison with stakeholders

Members of the Department have met the following groups over the last few months;

- Professional, Statutory & Regulatory Body Forum (Facilitated by the Quality Assurance Agency & UK Inter-professional Group);
- PMETB;
- Education and training of staff in the UK health services working group meeting;
- British Psychological Society; and
- Education Inter-regulatory Group.

1. Employees

There are six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, postroom, catering, health & safety, insurance and building project management.

2. 22-26 Stannary Street Building Project

The final invoice value for Phase 1 works is still being negotiated on HPC's behalf by Davis Langdon, cost consultants and quantity surveyors for the project. both planning and building control assent has been obtained for Phase 2 and this is project is currently being tendered. Tenders were due back with our consultants on 9 March 2009. Subject to due diligence and interviews with the contractors, it is anticipated that the contract will be let by 23 March with start date within the first two weeks of April.

1. General

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

2. Supplier payments

At the end of January, at least 96% by value of the £590k creditor payments (January Aged Creditor Listing) were in the 30 days or less category. Usually the percentage is around 98%. FM Restorations Ltd billed prematurely for Stannary Street façade repairs relative to progress completed.

3. Fee adjustments and income receipts handling

At 5 March, there was a halfday backlog in registrant direct debit cancellations and amendments against a twoday backlog target. We had a zero day processing backlog on rejected payments/refunds against a two day backlog target and no backlog on mid-cycle lapsing of registrants. The banking of registrant cheques is up-to-date and there is a halfday backlog on credit-card reconciliations against a twoday backlog target.

4. Income collection cycle

Direct debit collections of registrants' fees (cover 83% of registrants) are done by the Finance Department, with collections made two months in advance. Occupational therapist and physiotherapist collections occurred in early March. Arts therapist, biomedical scientist and ODP collections are scheduled for early April. Most of the income comprises renewal fees collected.

5. Funds under management

At 3 March, the Business Reserve account balance was £263k, earning an interest rate of 0.125% per annum. £4.4M was invested in the NatWest Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 1% per annum and £1.5M in Barclays money market earning 1.82% for 6 months. Refer separate paper proposing to transfer £1.5M from Natwest to a Lloyds money market account. The value of the HPC's investment portfolio (excluding £217k portfolio cash) at the end of February was £1.25M. The investment portfolio value including cash was £1.47M. This compares with £1.85M at 28 February 2008. Regarding the Reserves Policy, three average 2008/09 budgeted months of operating expenses totalled £3.37M. At the end of January, the sum of Investments and working capital totalled £5.01M.

6. Pensions

In February, there were 55 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the 6 "notional" members. Note there are also approximately 26 ex-employees (CPSM & HPC employees during 1994-07) who have money remaining in the Flexiplan scheme.

7. Employee training and levels

There are seven full-time permanent employees in the Department with one additional permanent post to be filled, that of a Management Accountant. Temporary employees are periodically hired to cover for member of the Department on annual or sickleave and to help achieve the Department's service level targets.

8. Significant financial projects/issues (next few months)

- Complete the annual budget process for 2009-2010
- PRS system audit by PKF
- Prepare year end management and statutory accounts, including an updated premises valuation in March
- Prepare the financial systems and processes for the introduction of IFRS
- Complete the fees project for the 1 April 2009 launch

Fitness to practise – Ms Kelly Johnson

1. Decisions

Struck off

Ernest Doidge, paramedic – convictions for taking indecent photographs of children
Balvinder Degan, biomedical scientist – deliberately providing false information to employer
Katrina Dickson, chiropractor – poor clinical practice
Colin Barton, operating department practitioner – conviction for rape
Simon Whitworth, operating department practitioner – multiple convictions
Julian Bedford, paramedic – failure to provide a sample
Hoong F Cheng, biomedical scientist – conviction for money laundering
Paul Corderoy, paramedic – conditional discharge for using threatening, abusive or insulting words or behaviour and possessing an offensive weapon
William Cunningham, paramedic – falsified qualifications
Sarah Dugdale Pointon, speech and language therapist – failure to provide adequate treatment and unprofessional behaviour
Robert Kane, paramedic – attended work under the influence of alcohol
Sarah Leeson, dietitian – record keeping
Simon Mason, paramedic – accessed inappropriate websites in the workplace
Samuel McBride, physiotherapist – determination by another regulator
Laurence Taylor Hill, occupational therapist – failure to meet the Standards of Proficiency

Vasuki Thirunavukkarasu, radiographer – failure to meet standards of proficiency, unsafe practice relating to x-ray and not obeying management instructions
Zoe Gaten, dietitian – poor patient care
Andrew Sandeman Craik, operating department practitioner – patient care, scope of practice
Maureen McGinn, speech and language therapist – clinical decision making and record keeping
Benedict Ciappara, occupational therapist – failed in duty of care
Judith Roper, physiotherapist – unauthorised absences, excessive personal calls on trust telephones, poor record keeping
Paula Eales, speech and language therapist – attended work under the influence of alcohol

Suspended

Ann Dickinson, radiographer – took unauthorised and wrong x-rays
Owen Starkey, paramedic – conviction for driving with excess alcohol
Bethan Riley, chiropractor – determination by another regulator
Coobayrananden Thancanmootoo, paramedic – failed to provide adequate patient care
Sharyn Scott, radiographer – health
Rosalind Dixon, paramedic – poor patient care

Conditions of practice

Augustine Adu-Amankwah, physiotherapist – poor patient assessment and clinical reasoning

Thomas Houghton, physiotherapist – inadequate patient assessment
Barbara Everest, radiographer – failure to observe safety checks
Daniel Gnanadurai, physiotherapist – failure to meet Standards of Proficiency
Carole Walters, occupational therapist – health
Amin Sain, Chiropodist – acting beyond scope of practice and inappropriate website content

Caution

Jane Heyer, physiotherapist – conviction for theft
Abigail Asimonye, radiographer – determination by another regulator
David Judd, biomedical scientist – consumed alcohol whilst on duty
Graham Povey, paramedic – conviction for driving with excess alcohol
Nigel Bondswell, physiotherapist – convictions for common assault
Paul Lee, paramedic – convictions for theft and motoring offences
Barbara Ferraro, radiographer – breach of confidentiality

Adjourned/part heard

20 cases were adjourned/part heard between December and February

Not well-founded

7 cases were not well founded between December and February

No further action

No further action was taken in one case between December and February

2. High Court appeals

There are currently three registrants who have appealed a decision of the Conduct and Competence Committee; we are waiting for these cases to be listed. One case has been referred to the High Court by CHRE and the matter has been listed for hearing on 24 March 2009. HPC was successful in an appeal heard in December 2008 and was awarded costs of £9,000. In one further case, the registrant applied for permission to appeal the decision of the High Court to the Court of Appeal and this was granted.

3. Investigating Committee

106 new allegations/enquiries were received between December and February. At the end of February 2009 there were 189 cases within the remit of the Investigating Committee. The current case to answer rate for 2008-9 is 56%

4. Conduct and Competence Committee

At the end of February there were 198 cases within the remit of the Conduct and Competence Committee.

5. Health Committee

At the end of February there were 6 cases within the remit of the Health Committee

6. Review hearings

At the end of February 92 registrants subject to either a conditions of practice or suspension order.

7. Health and character

100 new cases were received between December and February. At the end of February there were 62 open cases.

8. Protection of title

56 complaints were received between December and February. At the end of February there were 68 open cases.

9. Registration appeals

19 new appeals were received between December and February. At the end of February there were 28 open cases

10. Meetings/Other

- British Psychological Society
- HPC Ireland
- Employer Events – Cardiff, Leeds, Belfast and Edinburgh
- Conference with Counsel
- Healthcare Professional Regulation Conference
- Understanding the Professions Training
- Benjamin James
- Kingsley Napley
- Partner Training
- Panel Chair Training
- Allied Health Professionals Conference – Stockport
- Norwegian Health Regulator
- Legal IT Show
- AEP

- PKF
- CHRE Performance Review

11. Resources

Jason Rowbottom joined the organisation as a Hearings Officer in February to replace Brendon Edmonds who has moved to the Education Department. John Lucarotti left the organisation in January, we are currently recruiting for his replacement. We currently have three temporary staff working within the Department to assist with scheduling, clerking hearings and case management.

1. Resource

Jason Roth joined the team as the Network and System Administrator on Monday 23 February as planned in the 2008/9 IT work plan;

2. General IT infrastructure

- The PC lifecycle management software application packaging is continuing. The technology is now being used as part of day-to-day support;
- The removal of obsolete documents from the NetRegulate file system that contained personal information has been completed;
- A new server for the Park House Mail Service (Lotus Notes/Domino) has been built to a security standard. An external resource has been engaged for the application installation;
- Implementation of beta design for new desktop architecture: This will increase the ability for the IT function to support the desktops whilst reducing incidents and improving security.

The new model PCs have been selected, bought and the base build completed. Phasing for the rollout to the business has been designed and a pilot group selected. An awareness and communication campaign has begun to raise the profile of the project.

3. Additional planning activities

- 2009/10 work plan and budget planning;
- Annual performance development review meetings;
- Home working policy development – now in draft waiting for new HR director;

- Planning for upgrade of the Park House Mail Service software (Lotus Notes/Domino). Work planned to complete in March 09 ;
- Planning session for desktop technology refresh project – this is a significant internal project for the IT function. Pilot group of volunteers has been identified who will receive their new PCs and test the new design before a wider rollout;
- Version two of the server infrastructure review and internal recommendation document has been created which suggests improvements in the Infrastructure design;
- Final presentations from the short listed vendors for the IT Service Desk tool selection;
- Visited the Legal IT show with the Fitness to Practise Department as a preparatory exercise for a proposed major project in 2009/10 to investigate specific IT solutions to support the Fitness to Practise Department’s core processes.

4. Projects

Registration system

- Practitioner psychologists – preparation for take-on is continuing. Changes are being made to the registration system and the migration tool is being developed;
- Online Renewals – Business flows, functional and non-functional requirements, screen (usability) design are completed. Application design and Infrastructure design is complete. Tender for new hosting provider is complete. Legal negotiations for terms and conditions are complete, database synchronisation additional report is complete, web interface has been delivered, application build has started,

Data Centre Infrastructure build has started, the selection activity for the leased line to the data centre has started;

- Hearing Aid Dispensers – we are following the project plan;
- FTP Statuses project requirements complete, build is complete, and UAT are completed. Rollout was completed on 20 February.

Finance Systems

- PRS – Purchase Order system has been rolled out;

HR System

- Starters and leavers database development is complete and awaiting release. This will now go through a further cycle of testing and validation with the new HR team;

Compliance

- FAST (Federation Against Software Theft) awareness meeting was completed on 26 January.

1. Recruitment

Hearing aid audiologists: Advertising for all partner roles took place in November for this profession within HPC's In Focus and the British Society of Hearing Aid Audiologists (BSHAA), the professional journal, whose target audience are those audiologists working within the NHS. A total of 11 out of 16 roles have been filled. A second recruitment campaign will be organised later this year.

Practitioner psychologists: The second round of advertising for practitioner psychologist partners closed in November. The roles were advertised in The British Psychological Society's journal, The Psychologist, and the Association of Educational Psychologists Appointments Broadsheet. A total of 87 applications were received including applications for multiple roles. In total 12 Panel Members, 23 Visitors and 10 registration assessors were interviewed in January. This resulted in 30 more roles being filled. Currently, the third round is being organised and we are hopeful that the remaining 17 roles will be filled. Training for those recruited to date will begin on 13 March with registration assessors and will continue throughout the month.

Panel chair recruitment: This began in December being advertising in that month's issue of In Focus. External advertising was also completed in the Guardian national newspaper on Wednesday 21 January. In total over 100 applications were received and are currently being short-listed. Interviews are scheduled to take place in April

Panel members: The Fitness to Practise Department requires paramedic and music therapy panel members. So, they too were advertised within December's In Focus as well as the

appropriate professional journals. Interviews were held at the end of February.

CPD assessors: Recruitment for the paramedics and orthoptists is underway. The closing date for applications has closed (2 March 2009) and short-listing will begin shortly. CPD assessors for the remainder of professions due to renew will be occurring throughout the year.

2. Training

Panel member training took place at the Oval in December with 33 people attending. Also a new panel member training session was held in January.

Panel chair training took place on 24 February at the Oval
Registration assessor refresher training: Invitations have been sent out to all registration assessors inviting them to attend on of the refresher training sessions that will be taking place between April and June 2009

3. Partner appraisals

The panel chair appraisals continued to be rolled out. Feedback is being collated and all have been positive to date. The documentation for the remaining roles is being refreshed and we are hopeful that we will be able to begin this process for the panel members next.

4. Partner work-plan

The main recruitment activity for next year is CPD assessors for the remaining professions as well as training for new partners and refresher training for others. A project regarding scanning of files is being investigated.

Policy and standards – Mr Michael Guthrie, Acting Head of Policy

1. Meetings undertaken

CHRE performance review launch	20 Nov
British Association of Sport and Exercise Sciences	26 Nov
London employer event	27 Nov
Cardiff employer event	3 Dec
MAHPC Education summit	4 Dec
Europe Economics	8 Dec
Joint Regulators' Equality and Diversity Forum	9 Dec
CPD presentation	10 Dec
Regulators' revalidation leads	12 Dec
AHP prescribing Board	6 Jan
Hearing Aid Council quadrilateral meeting	8 Jan
Enniskillen Listening Event	13 Jan
Care Quality Commission	20 Jan
Gerry McGivern and Michael Fisher, King's College London	21 Jan
Niall McDermott, Department of Health	23 Jan
Allied Health Professions Federation Education leads	29 Jan
NHS Education for Scotland Return to Practice Event	30 Jan
CPD presentation	10 Feb
British Association for Counselling and Psychotherapy	12 Feb
Welsh Language Board	13 Feb
DG SANCO (EU workforce for Health)	17 Feb
BEUC (The European Consumers' Organisation)	18 Feb
John Bowis, MEP	18 Feb
DG MARKT (European internal market)	18 Feb
European Public Health Alliance	19 Feb
European Council of Nursing Regulators (FEPI)	19 Feb
NHS Confederation	19 Feb
Leeds employer event	24 Feb
Counselling Society / Chrysalis	24 Feb

Belfast employer event	26 Feb
College of Psychoanalysts	27 Feb
Edinburgh employer event	3 March
CPD presentation	4 March
United Kingdom Council for Psychotherapy	5 March
Coaching psychologists	6 March
CPD presentation	9 March
Alliance of UK Regulators in Europe (AURE)	9 March
Croydon Listening Event	10 March
Hearing Aid Council stakeholder event	11 March
CPD presentation	12 March

2. Consultations

Health Professions Council (Practice Committees (Constitution) and Miscellaneous Amendments) Rules 2009

This consultation will close on 13 April 2009. The results of the consultation will then be considered by the Council at its meeting on 20 May 2009.

Amendment to the Standards for Continuing Professional Development

This consultation will close on 11 May 2009. The results of the consultation will then be considered by the Council at its meeting on 20 May 2009.

Guidance on health and character

This consultation will close on 30 April 2009. The results of the consultation will be considered by the Education and Training Committee and the Council at meetings in June and July 2009.

Guidance on conduct and ethics for students

This consultation will close on 30 April 2009. The results of the consultation will be considered by the Education and Training Committee and the Council at meetings in June and July 2009.

3. Closed consultations

Standards of Education and Training and Standards of Education and Training guidance

This consultation closed on 14 November 2008 and the results are now being analysed. The outcome from the consultation is being considered at this meeting of the PLG.

Amendment to the Health Professions Council (Registration and Fees) Rules Order of Council 2003

This consultation closed on 10 November 2008. As the anticipated transfer of the Register of hearing aid dispensers held by the Hearing Aid Council has been delayed until March 2010, a paper will be brought back to the Council at a future date about a further consultation on the amendments necessary to these Rules in order set the registration cycle for hearing aid dispensers.

4. Professional Liaison Groups (PLG) Psychotherapists and counsellors

The Professional Liaison has met three times in December, January and March and has made good progress towards developing preliminary recommendations to the Council.

In addition to writing and presenting papers for the PLG, the Department has continued to respond to emails and letters

from interested individuals and organisations and has also continued to meet stakeholders in the field.

Separate from the formal meetings of the PLG, the Department has arranged a wider stakeholder meeting to take place in Manchester at the end of the March 2009.

5. New professions

Practitioner psychologists

The Department has continued to participate in the cross-department project to bring on board the practitioner psychologists.

At the time of writing this report, the Section 60 Order to bring practitioner psychologists into statutory regulation was expected very shortly. The following timescales are subject to that legislation being laid before the meetings of the Education and Training Committee and the Council.

Subject to the information on the above, the results of the consultations on the standards of proficiency and threshold educational level are due to be considered at this meeting of the Council. A paper on consultations on grandparenting criteria and amendments to the Registration and Fees Rules is also due to be considered at this meeting.

Hearing aid dispensers

The Department has continued to participate in the cross-department project to bring on board hearing aid audiologists / dispensers.

The Department has continued to meet the Department of Health, Department for Business Enterprise and Regulatory Reform and the Hearing Aid Council to participate in discussions about the Section 60 Order necessary to transfer the registration of hearing aid dispensers. A consultation on a draft section 60 order is anticipated very shortly.

6. Welsh Language scheme

The HPC is required to publish a Welsh Language Scheme under the Welsh Language Act.

The Department is currently working with internal colleagues and the Welsh Language Board to prepare a scheme for consultation. A paper is planned for the Council meeting in May 2009.

7. Other projects

The Policy and Standards workplan and standards workplan being considered at this Council meeting describes other ongoing projects and projects planned for 2009/2010.

Registration – Mr Richard Houghton

1. Operational performance

a) Telephone calls

i) UK telephone calls: During the period from 1 November 2008 to 31 January 2009 the team received a total of 14,703 telephone calls which is 75 less than the same period two years ago and 99% of these calls were answered.

ii) International telephone calls: During the period from 1 November 2008 to 31 January 2009 the team received a total of 2,735 telephone calls which is 1,377 less than the same period two years ago and 90% of these calls were answered.

b) Application processing

i) UK applications: A total of 1,467 new applications were received during this period and 1,522 individuals were registered which is 308 more than the same period last year. Applications took between one to two working days to process, which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took between one to two working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International applications: A total of 518 new international applications were received in this period and 468 individuals were registered which is 114 more than the same period last year. Applications were on average 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 80 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

ii) International emails: The team received approximately 30/40 emails per day and managed to respond to these within one days of receipt which compares favourably with our service standard of five working days response time.

d) Registration renewal

At the start of September 2008, 9,464 operating department practitioners were invited to renew their registration. On 1 December 2008, 5.7% of operating department practitioners lapsed from the Register. This compares favourably with 2006 when 10.4% of operating department practitioners were lapsed from the Register.

e) Continuing Professional Development (CPD) Audit

We requested CPD profiles from 5 per cent of operating department practitioners, at the beginning of September 2008.

2. Resource

a) Employees

The Department is operating within the budgeted headcount.

On the 27 January 2009 the Department, with the Business Improvement Team, undertook a planned disaster recovery exercise. It resulted in some members of the Registrations Department testing the services provided at the disaster recovery site to ensure that, in the event of a genuine disaster, service would still be delivered.

Secretariat – Miss Louise Hart

1. Employees

As you are aware, Niamh O’Sullivan left the HPC in November to join another healthcare regulator. Her successor, Louise Hart, who joined from the City of London Corporation, took up post on 26 January 2009.

2. Council members’ self-assessment

The annual Council members’ self-assessment meetings are currently underway. The Secretariat will be meeting the President to discuss training needs highlighted during the meetings and a paper outlining feedback from the reviews will be included on the July Council agenda.

3. Chairs’ Liaison Group meetings

The next meeting of the Chairs’ Liaison Group will take place on 26 March 2009, immediately after the Council meeting.

4. 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 26 March 2009, immediately after the Chairs’ Liaison Group referred to under 3.

5. External meetings

Corporate governance meeting with another healthcare regulator. 26 Feb

6. Training for employees

Members of the Secretariat team attended the following training:

All team members were trained on the new Purchase Requisition System	Jan
Governance Conference for Health Sector (Steven Rayner)	22 Jan
Regulation Seminar (Colin Bendall and Steven Rayner)	12 Feb