



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting 10 February 2011

Chief Executive's Report to Council meeting on 10 February 2011 Contents

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1. Completed meetings 1 December 2010 to 31 January 2011

Department of Health and General Social Care Council	1 Dec
Social Work Regulation Oversight Group Kingsley Napley	6 Dec
General Osteopathic Council	7 Dec
Chief Scientific Officer, Department of Health	7 Dec
Care Council for Wales	14 Dec
Association of Directors of Adult Social Services	15 Dec
Chief Executives Steering Group	16 Dec
National Audit Office	17 Dec
Australian Health Practitioner Regulation Agency	21 Dec
European Commission Steering Group on European professional card	10 Jan
Parliamentary Under Secretary of State (Children and Families)	12 Jan
NHS Education for Scotland	13 Jan
PKF	18 Jan
Bircham Dyson Bell	19 Jan
Council for Healthcare Regulatory Excellence symposium	19 – 20 Jan
GB Training	21 Jan
Council for Healthcare Regulatory Excellence	24 Jan
Scottish Parliament (Scotland Bill Committee)	25 Jan
Community Care	26 Jan
KPMG	26 Jan
Mazars	26 Jan
Professional Standards Programme Board	28 Jan
British Association of Social Workers	31 Jan

2. Scheduled meetings

Social Work Regulation Oversight Group	1 Feb
Social work government liaison officers	2 Feb
Chief Executives Steering Group	3 Feb
Social Care Association	7 Feb
Society of Chiropodists and Podiatrists	8 Feb
Association of Professional Music Therapists	8 Feb
General Optical Council	14 Feb
British Association of Dramatherapists	15 Feb
College of Paramedics	15 Feb
Institute of Chiropodists and Podiatrists	16 Feb
British Dietetic Association	17 Feb
Royal College of Speech and Language Therapists	17 Feb
UK Council for Psychotherapy	18 Feb
European Commission Steering Group on European professional card	25 Feb
Capsticks	28 Feb
Professional Standards Programme Board	2 Mar
Society of Radiographers	2 Mar
Council for Healthcare Regulatory Excellence	3 Mar
British and Irish Orthoptic Society	9 Mar
British Psychological Society	10 Mar
Chief Executives Steering Group	15 Mar
British Society of Hearing Aid Audiologists	16 Mar
British Association of Art Therapists	18 Mar
Listening Event (Holyhead)	22 Mar
Listening Event (Derry)	24 Mar

1. Human resources

There are no changes.

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

The internal audit schedule for 2010 – 2011 is running. The new archive has had a preliminary audit last year and will be given a more thorough examination in February/March following postponement due to weather conditions.

Tom Berrie has audited some key suppliers, including Servicepoint and will continue this function. He audited Europa, one of our main printers, in mid-January.

3. QMS process updates

The HR Partners Department is reviewing its processes and updating many areas.

4. BSI audit

Lisa Clarke audit the Policy, UK Registrations, HR internal processes and Partner HR processes on the 23 November 2010. We successfully maintained our registration against ISO9001:2008. The next audit will be on 5 April with our new auditor, looking at the international registrations process, the whole Quality Management System function at HPC, plus workplace and IT provision.

5. Business continuity

There are no changes currently, other than monthly list updates. Planning for the 2011 three-day exercise has commenced.

6. Information security management

Customisation for our cross organisation information security training solution have been delivered. Trial runs of the training and subsequent test have been carried out.

7. Information & data management

QMS and HPC intranet integration. Post roll-out changes have been designed and have been implemented by the developer.

BPI and the Registrations Department have looked at possible scanning and presentation systems to speed up CPD and international / grandparenting assessment processes. Security of the system is of course highly important. A trial of the system inhouse with CPD assessors was successful.

Trial restoration of historic hardcopy registers was slightly delayed by the sickness of the contractor. We subsequently began this project in late January with the handing over of five historic registers for restoration and conservation.

8. Risk register

The February 2011 update to the risk register is in preparation.

Specific risks related to implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review" are included in the current published version.

1. Media and public relations

Fourteen media releases were issued on fitness to practise (FtP) hearings on strike off and suspension outcomes in this quarter, as well as a release on the launch of the HPC's consultation on proposals for postregistration qualifications.

For the month of November we had 76 mentions across national and regional media regarding FtP hearings. We had 33 mentions on general HPC issues, 2 mentions from monitored blogs and 19 mentions in professional body publications.

For the month of December we had 50 mentions across national and regional media regarding FtP hearings. We had 6 mentions on general HPC issues, 5 mentions related to social workers, 6 mentions related to psychotherapists and counsellors and 2 mentions in professional body publications.

We are progressing the implementation of the social media policy and the organisation's social media strategy which includes a presence on Facebook and LinkedIn and the use of RSS feeds and Twitter.

The referrers' campaign continues. The main focus of the campaign is our HPC microsite on Doctors.net.uk where we have access to over 173,000 primary and secondary care GMC-registered doctors. The microsite continues to be popular and regularly visited by doctors.

In November the Media and PR Manager led the organisation of the joint regulators PPI forum's mental health seminar which took place on 25 November 2010. The Media and PR Manager

worked with colleagues from the NMC and the General Social Care Council (GSCC) to organise the event. The purpose of the seminar was for regulators to learn about, and become aware of, the key priorities for people with mental health problems. It was also an opportunity for regulators to understand how we can improve the way we communicate with, and involve, people with mental health problems in our work. Speakers included representatives from Mind; Young Minds; Afiya Trust; Redbridge Concern for Mental Health and a number of service users. Anna van der Gaag chaired the seminar and Sheila Drayton assisted with facilitation as did the Chair of the PPI group, Martin Caple.

In December we met with the Football Association to explore the feasibility of a protection of title campaign. The meeting went well and the Media and PR manager will be following up on this.

Work continues on signposting and a comprehensive list of organisations that should have web links and information relating to the HPC has been put together. These include health regulators, other regulators, patient / consumer organisations, professional bodies, professional organisations and government bodies. Good progress has been made with health regulators and other regulators and patient and consumer organisations have been contacted.

We are currently in the early stages of planning a direct mail campaign to Patient Advisory Liaison Managers, Community Health Councils and other patient groups. We are progressing the possibility of providing Citizen Advice Scotland (CAS) with

information for their e-learning modules. The modules will be aimed at advisors and provide an overview of the HPC and our mechanisms for raising concerns. As the England branches do not use e-learning modules for their advisors we are exploring other options for providing them with our public information.

The Google adwords campaign continues and we continue with our sponsored advertising on thomsonlocal.com and Yellow Pages, encouraging members of the public to check that their chiropodist / podiatrist and physiotherapist is HPC-registered.

2. Stakeholder communications

Meetings this quarter have included:

- Clerks to the Health and Sport Committee in Edinburgh
- Alliance of UK Regulators in Europe (AURE)
- Europe Directorate - Department for Business, Innovation and Skills
- NHS Education for Scotland
- Alzheimer's Society
- Motor Neurone Disease Association
- Parkinson's UK
- Northern Ireland Health Committee

We have evaluated our participation in the 2010 party political conferences as part of The Health Hotel and are now in the process of forward planning for 2011. As part of our work with The Health Hotel we have begun meeting with potential partner organisations to work with and discussing topics to address.

Following our participation in several devolved party conferences in 2010 we are now planning our involvement for

the next year. This will take into account the outcome of the elections in May in Northern Ireland, Scotland and Wales. We are beginning to plan a joint parliamentary researchers' event in the Scottish Parliament with the GMC.

We have completed meetings with the Clerks to the Health Committees in the devolved administrations in December and are now in regular contact with them. Following this work, the HPC was asked to submit written evidence to the Scotland Bill Committee and the Chief Executive provided oral evidence on 25 January.

Monitoring parliamentary traffic has increased due to the addition of social workers to our monitoring lists and we continue to monitor the devolved administrations and follow up as required.

Employer events have now been confirmed during February and March in Swansea, Plymouth, Newcastle, Aberdeen and Belfast. This series of events will focus on employer's interaction with the HPC including registration renewal, CPD, international registrants and fitness to practise.

3. Web

The fitness to practise section ('complaints') has now been re-launched with new content and structure. The revised content reflects our new publications in this area, while the new structure focuses on providing relevant information for the different audiences (registrants, representatives, employers, witnesses and the public).

The latest website deployment is currently in user acceptance testing. This deployment includes improvements for the events information and the addition of RSS feeds for our news stories and press releases.

The project to develop the hpcheck.org microsite is now in the 'Technical Assurance' phase. This work includes assessing the security risk of the new architecture and identifying mitigations to reduce or remove the risk

4. Publications

We are currently working on producing:

- UK ambulance trust pre-registration programmes: Review of approval and monitoring 2007-10 (to be published January 2011)
- Alternative mechanisms for resolving disputes: a literature review (to be published February 2011)
- Regulating ethics and conduct at the Council for Professions Supplementary to Medicine, 1960 to 2002: an historical perspective (to be published March 2011)
- Periods of adaptation (to be published February 2011)
- CPD annual report 2009-10 (to be published June 2011)

The most frequently requested publications continue to be:

- Guidance on conduct and ethics for students;
- Standards of conduct, performance and ethics; and
- Continuing professional development and your registration.

We received 126 requests from registrants for public awareness packs in November and December 2010. We are

also including renewal posters and leaflets on promoting your registration in these packs.

Issue 32 of our e-newsletter HPC in Focus was published on Friday 3 December. The next issue will be published on Friday 4 February.

5. Events

Our presence at external conferences and exhibitions will begin again in March 2011. We will be taking a stand at:

- British Association of Prosthetists and Orthotists (BAPO)
- Health and Wellbeing at Work
- The Care Show

To reflect better the content and format of the Listening Events, we have decided to change the name of these events to 'Meet the HPC'. The first of set of these renamed events will take place in Anglesey on 22 March and Derry on 24 March.

Preparations for the next series of Employer Events are underway and will take place in February and March 2011 in Swansea, Plymouth, Newcastle, Aberdeen and Belfast.

6. Internal communications

The internal newsletter HPC Update was published on 10 November 2010 and the next edition will be published on 23 February 2011.

The next all employee meeting will take place on 23 February.

7. Communications work for organisational activities

Transfer of social workers' register (England): we have continued to meet and liaise with the GSCC's communication team and have agreed a position statement on joint communications work. We will continue to develop joint activities as required.

New pages have been developed for www.hpc-uk.org and contain information about the Professional Liaison Group as well as frequently asked questions. We will continue to develop these pages. The Chair and Chief Executive continue to meet with key stakeholders and will be speaking at two GSCC social work conferences in March 2011.

Parliamentary and media monitoring continues. We have been working with our parliamentary advisers, Bircham Dyson Bell, on an update which will be sent to targeted MPs and Peers with an interest in health and social care when the Bill is debated in Parliament. Our statement in response to the publication of the Health and Social Care Bill has been issued to media contacts and also appears on the e-Politix.com website.

1. Approval process

The Department has spent the last few months preparing for the period of peak approvals activity normally experienced in the coming months. There are currently 40 visits reviewing 94 programmes scheduled from February 2011 – August 2011. There are a number of smallscale multi-professional visits (two professions or modalities being considered at once) and two largescale multi-professional visits covering three and five professions each. The schedule of visits is now closed until July 2011, as we require six months notice. Education providers have until December 2011 to request a visit before July 2012.

The approval review day took place in January 2011 and was the third of this year's internal review days. A summary report will be brought to the Education & Training Committee in March 2011.

2. Annual monitoring process

The Department has spent the past few months scheduling annual monitoring for the 2010 – 2011 academic year. Plans for the assessment days are nearing completion and the first date has been confirmed as 1 March, with further assessment days planned for week commencing 21 March, 23 May and 27 June. Consequently, it is envisaged that the majority of annual monitoring visitor reports will be considered by the Education and Training Panels in May, June and July 2010.

3. Major change process

There has been a decrease in the number of major change notifications we have received since November, but this is to be expected as education providers closed for the Christmas

break. Since the last Council meeting on 6 December 2010 we have received 21 new major change notifications, covering 15 programmes.

4. Practitioner psychologists

All practitioner psychologist visits due to be scheduled in the current (2010 – 2011) academic year have now been confirmed. The Department is now working on scheduling the 24 practitioner psychologists' visits across 32 programmes, which are due to be held in the next (2011 – 2012) academic year. To date, three have been scheduled. We have until December 2011 to schedule these visits.

Feedback from the future practitioner psychologist visits will be collected via the biennial education provider feedback exercise.

5. Hearing aid dispensers (HAD)

All hearing aid dispenser visits due to be scheduled in the current (2010 – 2011) academic year have now been confirmed. Of the 11 hearing aid dispenser visits to be arranged across 12 programmes in the next (2011 – 2012) academic year, eight are still to be arranged.

Following the recent HAD seminar for education providers, the Department is collating feedback from attendees to produce a frequently asked questions section on the website, specifically aimed at HAD education providers.

7. Counsellors and psychotherapists

There are no updates specific to the Education Department since the last Council meeting.

8. Healthcare scientists and healthcare science practitioners

The Department of Health is continuing to work on this project and it is still anticipated that the Education and Training Board will be an education provider awarding certification following completion of periods of supervised practice preceded by academic qualifications, which will require approval in a similar way to all other education providers' programmes. However, individuals completing any current Health Care Scientists or Health Care Science Practitioners courses would not be eligible to apply to the Register at this time as the titles are not currently protected and subject to regulation by HPC.

9. Social Workers (England)

Over the past couple of months, members of the Department have attended meetings with the Head of Social Work Education, Education Services Manager and Head of Inspection for the General Social Care Council (GSCC) to discuss further the transfer of approved programmes and implementation of transitional approval and monitoring. Members of the Department have also attended a GSCC information day. The day was designed to inform GSCC registrants about the new risk framework and regulatory interventions, give a strategic overview of the changing contexts for social work education and training and provide an update on the transfer of social work regulation to HPC and the implications for Higher Education Institutions.

10. Communications with education providers and stakeholders

The sixth issue of the Education Update was distributed to education providers, visitors, professional body representatives and other stakeholders during week commencing 24 January 2011 and can be found on the HPC website at <http://www.hpc-uk.org/education/update/>. The next issue of the Education Update is due to be distributed in May 2011.

Members of the Department have met with the following groups between December 2010 – February 2011:

- The General Social Care Council
- The Social Work Reform Board, Education Working Group meeting
- The British Psychological Society
- The standards of proficiency for social workers (England) professional liaison group
- The Educational Psychology National Forum
- The British Association of Social Workers (in conjunction with the Chair and Chief Executive)
- Allied Health Professionals Independent Prescribing, Education and Governance Workgroups (Department of Health initiative)
- The UK Council for Psychotherapy (in conjunction with the Policy and Standards Department)
- The lead for the Placement Management Partnership for Allied Health Professions
- NHS Education for Scotland (in conjunction with the Chief Executive, Communications and Policy & Standards Department)

The Department has also spent the last couple of months co-ordinating participant feedback from the 2010 – 11 education provider seminars, which focused on student conduct and ethics. A feedback summary will be presented to the Education and Training Committee in March 2011.

11. Partners

In conjunction with the Partners Department, the Education Department provided training sessions for new visitors on 13 and 14 January 2011. The training days were well received and provided an opportunity for visitors to meet members of the Department and discuss the operational processes in more detail. Members of the Department have also been involved in interviews to recruit new partners across a number of professions, which took place between 1 – 4 February.

12 Employees

Victoria Adenugba joined the Department on 29 November as an Education Administrator for the SES team. Following Abigail Gorrings return from maternity leave on a full time basis from January 2011, the Department has adopted an interim structure for the rest of the financial year.

1. Employees

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

2. Health & Safety

There are no health & safety incidents since last report.

3. Building refurbishments

The water storage tanks on the roof of Park House have been replaced with a smaller, thermally efficient unit. This will then reduce the risk for Legionella contamination. This work was carried over a weekend and there was no disruption to employees/stakeholders. A new Legionella risk assessment will be carried out shortly. The cost of these works will be capitalised.

1. General

Since the last Council Meeting, the Finance Department has produced the management accounts up to December 2010.

2. Supplier payments

At the end of September, 94% by value of the £442K creditor payments were in the 30 days or less category.

3. Fee adjustments and income receipts handling

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

4. Income collection cycle

Direct debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Chiropodist/ podiatrist and hearing aid dispenser collections occurred in December. Paramedic, orthoptist, radiographer, clinical scientist, prosthetist/orthotist and speech and language therapist collections are scheduled for January and February. Most of the income comprises of renewal fees collected.

5. Funds under management

At the end of December 2010, £517k was invested in Lloyds instant access account and £145k was invested in the Nat West Special Interest-bearing Account (SIBA), both earning

0.50% per annum. The following has been invested for 3 months (maturing end January 2011) at fixed rates: £0.5M invested in Barclays money market account earning 0.60%, £0.5m invested in Nat West deposit account earning 1.25% and £3.0M in Lloyds TSB money market account earning 1.25%.

The investment portfolio (excluding £128k portfolio cash) at the end of December was valued at £2.14M. The investment portfolio value including cash & money market instruments was £2.27M. This compares £2.07m at the start of the financial year.

6. Pensions

In September, there were 62 active members in the Friends Provident pension scheme.

7. Employee training and employee levels

There are eight full-time employees in the Department. Temporary employees are periodically employed to cover employees on annual or sickleave and to help achieve Finance Department service level targets.

8. Sage system support and development

The finance team is working with TSG, our Sage service provider, to work through the details of the Sage accounting system enhancements. A small system update is to take place shortly. A new version of Sage is planned for next financial year and the enhancements of the purchase requisition system (PRS).

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

- The purchase order product, PRS, has been reviewed by the finance team. It is planned to introduce a new version of the product next year at the same time as a new release of the Sage accounting system. PRS is a product of Sicon who are now a Sage business partner. This will improve compatibility between the accounting and purchase order systems.
- Following a visit to Sicon by the HPC finance team and TSG (HPC's Sage retailer), a fixed asset module has now been installed in HPC offices which offers improved asset management including reporting and depreciation accounting integrated with Sage accounting program.
- The move from Nat West to Lloyds of HPC's current account is moving ahead and the contract with Lloyds has been signed. Following approval from Council the new signatories are being set-up with Lloyds.
- The Executive met the new internal auditors on 26 January.

Fitness to Practise – Ms Kelly Johnson

1. Number of allegations

Between October and December 2010, 115 allegations/enquiries were received.

2. Number of open cases before the Investigating Committee panel (ICP)

At the end of December 2010, there was an open pre-ICP case load of 355 cases. At the start of the financial year, there were 390 cases.

3. Length of time

For cases that have been considered at Investigating Committee panel between April and December 2010, the mean and median length of time was 6 and 4 months.

At the end of December there were 56 cases over 5 months old where the request for observations from the registrant had not been sent. In 51 of those cases we are waiting for information from third parties (this includes waiting for information where a police or employer investigation has not yet concluded).

4. Case to answer percentage

Of cases considered by an Investigating Committee panel between April and December 2010, the case to answer percentage was 57 per cent. Taking into account cases that are closed before consideration by an Investigating Committee panel (for instance as they do not meet the standard of acceptance for allegations), the percentage of cases that are referred to final hearing is 34 per cent.

5. Number of cases awaiting hearing

At the end of December, there were 252 cases awaiting consideration by a substantive panel. 132 of those cases have a hearing date or proceedings have started but not concluded. There were a further 40 cases that are ready to fix and the scheduling team is in the process of fixing those cases. There were 9 cases over five months that are not ready to fix and in those cases a number of complex issues that have arisen since their referral by the Investigating Committee.

6. Length of time

Of the cases that concluded at final hearing between April and December 2010, the total length of time taken for a case to conclude is a mean of 15 months and a median of 14 months which compares to a mean and median of 18 and 16 months for 2009 – 2010.

7. Protection of title

In December 32 new cases were received. As is the norm, the vast majority of referrals received were from registrants and although the majority of those were about chiropodists and physiotherapists (20 and 5 respectively) we also had referrals about 6 other professions which is a wider range than usual. At the end of December there were 64 open cases.

8. Registration appeals

2 new appeals were received during December

Registration appeals were heard in London during December. 8 cases were listed only one of which was attended. One case was adjourned so that the appellant could attend at a future

hearing and 2 cases were remitted back to the Education and Training Committee to obtain clearer reasons for the assessors decision to refuse registration in 2 grandparenting psychologist cases.

Meetings have taken place to look at the registration appeal process generally to determine whether any changes need or should be made to improve the process and any learning arising from it.

9. Health and character

41 new health and character declarations were received in December which continues the trend of a gradual reduction in cases which we would expect at this time of year. However, when the way we treat health referrals on renewal is taken into account it is similar to the same month in 2009.

Only 25 cases were considered by a registration panel in December which reflects both the reduced number of new admission cases received and the shortened working month due to the Christmas break. Of the 9 self-referral cases considered, only 1 case was referred to the fitness to practice process.

From 1 January 2011 new self-referral cases will no longer be logged as health and character declarations for future consideration by a registration panel, but will be logged as fitness to practise cases. They will then follow the fitness to practise process with the HPC acting as the complainant providing that they meet the standards of acceptance for such

cases. Existing self-referral cases will continue to go through the registration panel process.

10. Meetings

Kingsley Napley	1 Nov
Conference with Counsel	8 Nov
Ros Hayles and Tim Bailey, CHRE	17 Nov
GSCC Unions	17 Nov
Mike Andrews GSCC	18 Nov
East Midland Ambulance Service	24 Nov
Criteria Fieldwork	29 Nov
Conference with Counsel	30 Nov
Blake Laphorne	3 Dec
RNID	6 Dec
Barry Baines, NMC	7 Dec
Gary Lewin, Football Association	8 Dec
Kingsley Napley	14 Dec
High Court - Stephen Brennan	14 Dec
General Social Care Council	16 Dec

11. Resources

Corrado Palmas was appointed to the position of case support officer in November 2010. Petrina Baker (previously a registration advisor) has been appointed to the position of team administrator and joined the department in January 2011.

Melanie Harel and Deborah Oluwole (previously registration advisors) and Tamara Etmuss-Noble have joined the department as scheduling officers and Eleanor Wilson has moved into the role of Hearings officer.

12. Partners

Training for new lay panel members took place on 4 and 5 November 2010 with further rounds of refresher training taking place on 25 and 26 November 2011

Refresher training for existing panel members has continued to take place over the Autumn.

13. Other

The CHRE audit of the initial stages of HPC's fitness to practise processes took place in December 2010. The final report has not yet been received.

Work continues on the development of the case management system with a number of meetings and workshops taking place with developments and contractors involved in the implementation of the system.

1. Employee resourcing

IT

Interviews for the post of IT Service Support Analyst took place in December and Greg Legendziewicz started work at the HPC in early January.

Education

Following interviews on 11 November, Victoria Adenugba was appointed to the post of Education Administrator and started work at the HPC in late November.

Fitness to Practise

Interviews for a Hearings Officer post were held on 15 November. Eleanor Wilson (formerly Scheduling Officer) was appointed to the Hearings Officer role.

Interviews for three replacement Scheduling Officer posts were held in late November. Tamara Etmuss-Noble, Deborah Oluwole and Melanie Harel were appointed. Deborah and Melanie are currently Registration Advisers.

Corrado Palmas, currently an FTP Team Administrator, was appointed to the post of Case Support Officer following interviews on 22 November.

Petrina Baker, currently a Registration Adviser, was appointed to the post of FTP Team Administrator following interviews in December. Petrina started in her new role on 17 January.

Projects

Following an unsuccessful recruitment campaign for the fixed term post of Project Manager, recruitment is currently in progress for a fixed term post of Project Co-ordinator.

Registration

Interviews were held for three replacement roles of Registration Adviser in December. Marc Brown and Georgina Guezodje were appointed and started work on 10 January.

2. Other HR activities

Training

The HPC's management development programme is continuing, and participants are completing the third and fourth modules out of seven in January and February. Twenty-five HPC managers and supervisors are taking part in the programme. Training for new managers on running HPC appraisals (Annual Performance Development Reviews) was held on 6 January.

Policy work

The HR team is working with Communications and IT on the drafting of a new policy on the use of social media. The team is also working on forward planning for working arrangements during the Olympic Games in 2012 and guidance notes on conducting one to one meetings for line managers.

Review of pay policy and process

Work has now begun on preparation of salary information in advance of the annual pay review. The Pay Policy has been rewritten to reflect the new pay system.

Strategic objective 1 – *“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”*

- **Small changes to Sage200 financial system** – Support the implementation of the Finance Department’s small project to improve functionality of the Sage financial system. This project will apply a number of fixes to existing issues and deploy a new asset management module.

This is now complete.

- **Database upgrade**
A project to upgrade a number of databases to a more recent version has started. This will ensure continued support for the applications.

Except for an outstanding issue with the reporting database this is now complete. The outstanding issue is expected to be resolved by the end of January 2011.

Strategic objective 2 – *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Fitness to Practise (FTP) case management system project** – This project provides status reports to the Fitness to Practise Committee. The design is now complete and costs are being confirmed for the implementation phase. The project is running to plan and to expectation. The new IT infrastructure has been delivered and built

awaiting the installation of the applications.

- **Independent Safeguarding Authority (ISA) (applicants and renewal)** – This major project addresses the need to capture the ISA number for applicants and renewals. Relatively small changes are required within the NetRegulate application to accommodate the changes.

This is now closed from an IT perspective for 2010-11.

- **Education service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

Three cycles of user acceptance testing have completed and what is expected to be the final cycle will complete in January.

- **Desktop applications upgrade** – Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

The majority of the licences have been purchased prior to the increase in VAT. Confirmation of the training plan will proceed in January with an expectation of distributing the upgrades within March 2011.

Strategic objective 3 – *“To protect the data and services of HPC from malicious damage and unexpected events.”*

- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer, called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

Users will be assigned to policies that control their rights following the completion of the laptop project.

The policies will be applied after the laptop wireless development has been proved stable.

- **Credit card handling** – Support the project to outsource credit card handling to reduce organisation risk of fraud.

PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit-card payments by telephone.

The selection process through a three party tender has completed with a preferred supplier identified. The next stage of the project will be to commit resource and agree a schedule for the implementation of the new service within the 2010 – 2011 financial year.

Contract negotiations are proceeding after which the implementation cycle will begin.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.

- **Penetration testing** – Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the web site in early October.

The web release is planned for the week of the 24 January. Following the web release a penetration test will be conducted.

- **NetRegulate backup encryption** – This project is to investigate whether there is an appropriate mechanism to encrypt the NetRegulate backups that are shipped off site on tape to our remote secure archive. This forms part of the corporate procedures for business continuity.

A mechanism has been identified and tested and we are now encrypting all NetRegulate backups that are written to tape.

- **Service availability**
Power failure to Kennington Park Road – On Saturday 13 November a power failure to the main office building resulted in the interruption of IT services.

The online renewals and register applications were unavailable from Saturday 17:10 until Sunday 15:00.

All other internal services were powered down until 08:00 on Monday morning to allow the server room temperature to return to normal levels following the reactivation of the air conditioning units.

The corporate website (www.hpc-uk.org) was unaffected by the power outage.

Strategic objective 4 – *“To meet internal organisation expectations for the capability of the IT function.”*

- **Refine the availability management processes** – This project aims to improve the availability of our key systems by improving monitoring and forecasting outages.

A new network monitoring tool called SolarWinds has been deployed to improve visibility of the network performance.

A new software package called PowerShute has been

deployed to the infrastructure which will enable alerting following a power outage enabling the services to be shutdown gracefully.

A procedure for manually validating the status of key systems has been created and is executed each morning to break the dependence on automated tools.

1. Recruitment

Sixteen lay panel member appointments were made from thirty-six shortlisted candidates in October 2010. Three orthoptist panel members were appointed from five shortlisted candidates. Shortlisting has been completed for the occupational therapy and hearing aid dispenser visitor roles. There was a good response to the advertisement in OT News with fourteen candidates shortlisted for the four vacancies.

The campaign to recruit practitioner psychologists (counselling and occupational) for visitor and (counselling, educational and health) registration assessor was extended to 18 February due to the poor response.

We are also recruiting for panel members for prosthetist/ orthotist and operating department practitioner and visitor arts therapists (art, drama and music therapy modalities). Applications close on 18 February 2011.

2. Training

Three sessions of visitor refresher training were held in October 2010. Forty-eight visitors were trained across the three sessions. Seventeen legal assessors attended refresher training on 8 October. Forty-three panel members attended refresher training over two days in October.

New panel member training was held on 4 and 5 November. Twenty-one panel members attended from the recent lay appointments made and remaining dietitians and chiropractors untrained from the previous campaign.

Forty-six panel members attended panel member refresher training over two days on 25 and 26 November 2010. Twenty-one visitors attended refresher training on 10 December 2010 and eight Visitors attended new visitor training on 13 and 14 January 2011.

3. Partner resignations

There were no resignations in October 2010. There was one visitor resignation in November. In December there was one legal assessor, one panel chair, one visitor and three registration assessors.

4. Partner appraisals

Panel member appraisals recommenced in November with five appraisals being scheduled per month. Six visitor appraisals have been completed since November in line with the visit schedule. Sixteen physiotherapy registration assessors have been appraised with five remaining. Occupational therapy registration assessors will commence appraisal this month.

5. Department information

Marche Wilson, who has been covering for another employee on maternity leave in Human Resources, will be returning to the Partners team on 1 March 2011. Mita Patel has been covering Marche on a fixed term appointment in Partners.

The Partners team underwent an internal audit of the recruitment and selection process on 23 November 2010. There were no nonconformities.

Policy and Standards – Mr Michael Guthrie

1. Meetings undertaken: 17 November 2010 to 19 January 2011

Community Care Live: Children and Families	17 Nov
Lesley Smith, Oxford Brookes University	19 Nov
Citizens Advice Scotland, Edinburgh	25 Nov
NCL CLCF Steering Board Meeting, London	25 Nov
Division of Neuropsychology AGM, London	26 Nov
Health Professions Crossing Borders(HPCB) Budapest	29 Nov
Northern Ireland Health Committee, Belfast	30 Nov
College of Occupational Therapists	1 Dec
College of Occupational Therapists– Returners to Practice event	1 Dec
Information Standards Board	2 Dec
Royal National Institute for the Blind (RNID)	6 Dec
Department of Health, Clinical Division of Informatics Directorate	7 Dec
PA Consulting	8 Dec
Alliance of UK Health Regulators on Europe (AURE),GMC	10 Dec
British Standards Institution (BSI)	10 Dec
The Chartered Society of Physiotherapy (CSP)	13 Dec
The Society and College of Radiographers	14 Dec
Improving Access to Psychological Therapies, Department of Health	16 Dec
NHS Education for Scotland Podiatric Surgery Steering Group (by telephone conference)	20 Dec
Nursing and Midwifery Council	7 Jan
Liberating the NHS, Department of Health	10 Jan
General Pharmaceutical Council	10 Jan

AHP Prescribing Board Meeting, Department of Health	11 Jan
General Medical Council	12 Jan
The Counselling Society	12 Jan
NHS Education for Scotland	13 Jan
National Allied Health Professions Advisory Board	18 Jan
RNIB	19 Jan

2. Consultations

Post-registration qualifications

A consultation is being held until 1 February 2011 on the HPC's approach to post-registration qualifications.

3. Closed consultations

Generic standards of proficiency

The consultation closed on 20 October 2010 on draft revised generic standards of proficiency. We received 67 responses to the consultation and from an early assessment of the responses most respondents were pleased with the suggested changes.

Detailed consultation analysis is currently being undertaken and will be presented to the Education and Training Committee and the Council at their March 2011 meetings.

4. Professional liaison groups

Psychotherapists and counsellors

The final PLG meeting is due to take place on 2 February 2011. A report is then due to be considered by the Council at its May 2011 meeting.

Social workers (England only)

Meetings of the social workers PLG will take place on 14 January, 11 February and 2 March 2011, with possible further meetings to be scheduled.

5. Alternative mechanisms for resolving disputes

This is joint piece work between the Fitness to Practise Department and the Policy and Standards Department.

At its October 2010 meeting the Fitness to Practise Committee considered a literature review looking at alternative mechanisms for resolving disputes including approaches to mediation, conciliation and alternative dispute resolution. The literature review was undertaken by Charlie Irvine, Visiting Lecturer, University of Strathclyde Law School.

The Committee discussed the implications of the review for the HPC's work, in particular, whether there was a case for a mediation approach as part of or in addition to the fitness to practise process. A further paper is being prepared for the February 2011 meeting of the Committee.

6. Independent prescribing

Charlotte Urwin is currently a member of the Department of Health AHP prescribing board which is discussing arrangements for potentially extending independent prescribing rights to physiotherapists and podiatrists. The DH has launched an engagement exercise seeking views on different options. In addition, such prescribing rights are also being considered separately for paramedics.

This work has a potential impact upon the HPC should independent prescribing rights be extended. There would be a number of operational consequences including the need to develop new standards and to consult; approval of additional education and training programmes; and an upgrade to the Net Regulate registration system in order to support an annotation of the Register.

The Executive will keep the Education and Training Committee and the Council updated about this area and the consequences of decisions has been included in budgeting / work planning for the 2011 – 2012 financial year.

7. CPD profiles

The Department is continuing to review profiles and liaise with the relevant professional bodies. A number of draft profiles are at various stages of the drafting and approval process, including:

- art therapists
- dietitians (additional profile)
- hearing aid dispensers
- music therapists
- occupational therapists (additional profile)
- physiotherapists (additional profile)
- practitioner psychologists (additional profiles)

8. CHRE performance review 2010 – 2011

The Executive has submitted the performance review submission for 2010 – 2011 to the CHRE. We anticipate any requests for further information / documents to take place in

February 2011, prior to a scheduled meeting with the CHRE in early March 2011.

9. Revalidation

An update paper will be provided to the Council about progress in this area at this or a subsequent meeting in the near future.

10. Review of final hearing decisions

A report on the review of final hearing decisions between September and December 2010 is due to be considered by the Fitness to Practise Committee in February 2011.

11. Guidance on health and character

As a result of the decision to remove the health reference requirement for entry to the Register, it is necessary to update and consult upon revisions to the guidance on health and character.

Revised guidance will be finalised and considered by the Council in March 2011 for consultation early in 2011 – 2012.

12. Scotland Bill

At the moment, the regulation of professions regulated prior to devolution is reserved to Westminster. However, the regulation of new groups has to be considered both by the Westminster and by Scottish parliaments. The Government has published the Scotland Bill which, if passed, would in future reserve professional regulation to Westminster. This would mean that Scottish parliamentary approval for the regulation of new professions would no longer be necessary. A committee has been set up by the Scottish Parliament which is currently

undertaking a call for evidence. The Chief Executive gave evidence to that committee in Edinburgh on 25 January.

1. Operational performance

a) Telephone calls

i) UK telephone calls: During the period from 1 November to 31 December 2010 the team answered a total of 10,779 telephone calls which is 1,203 more than the same period two years ago.

ii) International telephone calls: During the period from 1 November to 31 December 2010 the team answered a total of 2,272 telephone calls which is 474 more than the same period last year.

b) Application Processing

i) UK applications: A total of 1,403 new applications were received during this period and 1,474 individuals were registered, which is 323 less than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) International applications: A total of 465 new international applications were received in this period and 316 individuals were registered which is 102 more than the same period last year.

iii) Grandparenting applications: A total of 32 new grandparenting applications were received in this period and 22 individuals were registered which is five more than the same period last year.

c) Emails

i) UK emails: The team received approximately 100 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 20 emails per day and managed to respond to these on average within one day of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) audit

Assessment days continued to be held during this period.

e) Registration renewals

At the start of September 2010, 10,141 renewal forms were sent to operating department practitioners. This year a record total of 95.5% successfully renewed their registration for the next two-year cycle, which is an improvement of 1.2% compared to the last renewal period. A total of 4,802 registrants renewed online which represents 47% of those registrants invited to renew their registration.

2. Resource

a) Employees

The Department is operating within the budgeted headcount.

1. Council members’ self-assessment

The Chair has been holding telephone and face-to-face performance and development reviews with members during January and a paper summarising the reviews will be submitted to the Council meeting in July together with statistics relating to attendance, in accordance with the decision of Council in December.

The Council performance review process was reviewed last year to include, amongst other things, feedback from Chairs of Committees together with learning and development and attendance records. Initial feedback received was that members found the additional elements of the review to be useful. However, members will have the opportunity to feed back in more detail when the summary paper is submitted to Council.

Following completion of the performance review exercise, the reappointments process will now start, together with the process for filling those vacancies that have arisen on Council.

2. Open Day for prospective Council members

Following the restructuring of Council in 2009, Council members were appointed for terms ranging between two and four years. This year, two vacancies for registrant members will be created for terms starting in July 2011.

As you know, we are holding open days for those considering applying for appointment to the Council. The first of these is on Thursday 10 February. This will give any prospective candidates the opportunity to meet with Council members and the Executive and understand more about the organisation.

The open day will start with an informal lunch at 1pm and will end at 3.30pm. In addition, those interested candidates are invited to observe the Council meeting on the same day.

The second of these open days will be held on 1 March between 5pm and 7pm although there will not be a Council meeting preceding this session.

3. Internal audit

During January, PKF have been undertaking an internal audit on corporate governance and risk management, the findings for which will be presented to the Audit Committee on 16 March.

4. External meetings

Visit to GSCC, Rugby	16 Dec
EMT budget review meeting	11 Jan
Meeting with Jon Dee, PKF re governance audit	18 Jan
Health Regulators Equality Group	19 Jan
UK Inter-Professional Group, Corporate Governance group	24 Jan

5. Training for employees

Members of the Secretariat team attended the following training:

Management development training module, developing leadership traits	14 Dec
Management development training module, management styles	7 Jan
Information security training (online course)	18 Jan

6. Equality Act 2010

The Equality Act 2010 received Royal Assent in April last year, with the majority of the provisions being implemented in October. Its purpose is to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law. Since the publication of the Act, the Executive has been working to ensure the relevant provisions of the Act are incorporated into HPC's policies and processes.

A paper on actions to date will be submitted to the March meeting of Council.