

Council, 3 December 2014

Secretariat report

Executive summary and recommendations

Introduction

The report provides an update about the activities of the Secretariat Department.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

17 November 2014

Secretariat Department – Council meeting, 3 December 2014

The following provides an update about some of the work of the Department.

Appointments – Council members

The process to recruit three lay members and one registrant member of the Council commenced in August, with interviews being held in October. On 17 November, a submission was made to the Privy Council setting out the assessment and selection panel's recommendations. At the same time, a submission was made to the PSA which set out the process that was followed. A decision from the Privy Council is due in December in order that the Council members can take up office from 1 January 2015.

We are now about to initiate the process to recruit the Chair of Council and you will see a paper on today's Council meeting agenda seeking approval to the composition of the panel.

Freedom of Information and Data protection

In recent months we have received the following numbers of FOI / DPA requests:

July	54
August	47
September	56
October	60

Customer service feedback

The Department also manages the customer service function which works with the other Departments to manage and log complaints and feedback about the work of the HCPC.

The Council will be invited to consider a six monthly report analysing complaints and feedback received since May at this Council meeting. Reports will continue to be provided on a six monthly basis.

The Executive Management Team considers monthly reports detailing every complaint received, the response and any corrective actions identified.

BSI Audit

On 3 November, Secretariat were involved in the BSI audit which is an assessment to ensure that we continue to meet our requirements under ISO 9001:2008. It was reported that the areas assessed during the course of the visit were found to be effective.

External Meetings

Members of the Secretariat attended the following meetings:-

- Complaints Vision (PHSO) - 9 September
- Cross Government Complaint Forum - 24 September

Training for Employees

Members of the Secretariat attended the following training:-

- Business Analysis (BCS) - 1 - 3 October
- First Aid at Work (SJA) - 9 -10 October
- Assertive Communication training - 25 November 2014
- Complaints Handling and Investigations (Bond Solon) - 6, 13, 20 November