

Council

Minutes of the 102nd meeting of the Health and Care Professions Council as follows:-

Date: Wednesday 2 December 2015

Time: 2pm

Venue: The Council Chamber, Health and Care Professions Council, Park House, 184 Kennington Park Road, London SE11 4BU

Present: Elaine Buckley (Chair)
Stephen Cohen
Richard Kennett
Sonya Lam
Eileen Mullan
Joanna Mussen
Robert Templeton
Graham Towl
Joy Tweed
Nicola Wood
Stephen Wordsworth

In attendance:

John Barwick, Acting Director of Fitness to Practise (items 1-15)
Laura Coveney, Policy Officer (items 1-15)
Jonathan Dillon, Adjudications Manager (from item 8 (ii) to item 13)
Ciara O'Dwyer, Investigations Manager (from item 8(ii) to 15)
Guy Gaskins, Director of Information Technology (items 1-15)
Andy Gillies, Director of Finance (items 1-15)
Abigail Gorringe, Director of Education (items 8-15)
Michael Guthrie, Director of Policy and Standards (items 1-15)
Steve Hall, Facilities Manager
Jacqueline Ladds, Director of Communications (items 1-15)
Louise Lake, Director of Council and Committee Services
Sushila Pindoria, Bircham Dyson Bell (from item 10(i) onwards)
Nina Romain, Press Officer (items 1-9)

Greg Ross-Sampson, Director of Operations
Marc Seale, Chief Executive and Registrar

Public Agenda – Part 1

Item 1.15/234 Chair’s welcome and introduction

- 1.1. The Chair welcomed Council members and those seated in the public gallery to the 102nd meeting of Council.

Item 2.15/235 Apologies for absence

- 2.1 There were no apologies for absence.

Item 3.15/236 Approval of Agenda

- 3.1 The Council approved the agenda.

Item 4.15/237 Declaration of Members’ interests

- 4.1 Nicola Wood declared an interest as a non-executive Director of the Board of the Information Commissioner’s Office.
- 4.2 In addition, all Council members declared an interest under item 8 (ii), the Expenses Policy.

Item 5.15/238 Minutes of the Council meeting of 15 October 2015

- 5.1 The Council considered the minutes of the 101st meeting of the Health and Care Professions Council.
- 5.2 The following suggestions were made:-
- Nicola Wood needed to be removed from the list of attendees;
 - It should be noted within the minutes that the PSA’s report entitled: “Rethinking Regulation” was fully discussed as part of the Council’s strategy day held on 12-13 October 2015;
 - Paragraph 7.3 did not accurately reflect the query raised which was much broader and not just about the obligation for students to tell someone if something goes wrong but, in addition, if they are ‘out of their depth’ or not comfortable doing something. The Executive undertook to amend the paragraph accordingly.
- 5.3 The Council agreed the minutes subject to the incorporation of the amendments detailed under paragraph 5.2.

Item 6.15/239 Chair's report

6.1 The Council received a report from the Chair.

6.2 During discussion, the following points were made:-

- The annual cycle of meetings being held with professional bodies continued to be positive and demonstrate collaborative working. It was an opportunity, amongst other things, to update them on the changes to tribunal arrangements which had been welcomed;
- The meeting with Lyn Romeo, Chief social worker for adults, was an opportunity to consider issues relating to the social work profession;
- The meeting with the British Association of Social Workers had been positive and they articulated their intention to fill the gap of the professional body;
- The meeting with Shona Robison MSP had been very engaging; she was very interested in regulation and engagement with those in more isolated parts of the country. The areas of discussion also included the challenges of podiatric surgery and the changes in the legislative framework which she supported. She had praised the fact that HCPC had held 'Meet the HCPC' events in both Stornoway and Fort William. She also responded positively to the suggestion of holding a CPD standards launch event in Scottish Parliament.

6.3 The Council noted the report.

Item 7.15/240 Chief Executive's report

7.1 The Council received a report from the Chief Executive.

7.2 During the discussion the following points were made:-

- A meeting had been held with the PSA on 18 November in relation to the new performance review process. We had offered to be the first regulator to be audited under the new regime and it was anticipated that this would take place in early 2016;
- The PSA were due to publish their report on the General Dental Council before Christmas. The Council would be notified and a paper would be submitted to a future meeting of Council to see whether there were any learning points for the HCPC;
- Under the comprehensive spending review, the Department of Health's budget had been cut by 25%. In addition, the announcement was made that the funding arrangements for students would be changing with bursaries being replaced by loans. As a result, caps on student

numbers would be lifted and so as the regulator, we needed to be sure that satisfactory arrangements were in place with regards to student placements;

- A meeting had been scheduled for Wednesday 9 December for all Chairs and Chief Executives of Health and Social Care Regulators to meet with Ben Gummer, Parliamentary Undersecretary of State for Care Quality. It was anticipated that an update on the Law Commission proposals would be presented;
- In response to a question about social workers working with children, the Council noted that consideration was being given by the Department of Education as to whether those social workers working with children should be required to undertake additional learning once they are on the Register. In response, we had asked for consideration to be given to whether any training would be compulsory, who would maintain the Register in relation to this additional learning and whether consideration had been given to the impact on supply of the profession should an additional qualification become compulsory;
- As a result of the change in funding arrangements for students resulting in the cap being lifted on cohort numbers, there was a large part of Health Education England's work in relation to commissioning which would no longer be required.

7.3 The Council noted the report.

Item 8i. 15/241 Finance Departmental Update

8i.1 The Council received a report from the Executive.

8i.2 The Council noted the main activities of the Finance Department since the September 2015 meeting. It included statistical information and highlighted key work undertaken.

8i.3 During discussion the following points were made:-

- The Council noted that a further £2.5M cash had now been placed on deposit for 6-7 months;
- The Council noted staffing arrangements in place in the Finance Department as a result of the recent resignation of two senior employees;
- With reference to the 6 month reforecasted budget, the Council noted that approval was being sought to spend more than the original agreed budget. However, we were expecting a higher level of income over the next 6 months and this figure exceeded the increase in forecasted

budget. The anticipated budget deficit for 2015/16 was therefore more favourable than previously anticipated;

- The Council noted that the increase in expenditure over the next six months included an increase in expenditure on learning and development within the organisation and the costs of sending a hard copy of the Standards of Conduct, Performance and Ethics to all registrants;
- With reference to the Grant Thornton audit of the financial planning model, the Council noted that they had concluded that this was satisfactory with some areas for improvement;
- The Audit Committee, at their meeting on 26 November, had highlighted the staffing of the department as a risk. The Council were keen to ensure that the role and package for the senior employees in the Department were thoroughly considered before advertising for the posts in the new year;
- The Council noted the increase in the capitalization threshold from £1k to £5k. This had had an adverse variance on the accounts although there was support for this change in approach;
- The Council noted that the PSA levy for 2015/16 had been agreed although Regulators had only been required to pay for 8 months of the year. A consultation was currently being undertaken by the PSA in relation to next year's levy, the results of which would then need to be consulted on by the Privy Council before any levels could be set. It was therefore difficult to budget for this since we were not expecting to know the amount of the levy until March 2016;
- Concern was expressed that as a result of the way in which the levy had been calculated, some regulators may be cross subsidising some of the poorer performing regulators since greater resource was required in terms of PSA involvement;
- With reference to a query about income 'being ahead of budget', the Council noted that it was always difficult to predict income from international applications. We therefore always took a conservative approach based on historical data.

8i.4 The Council agreed the Month 6 Forecast, and that departments' forecasts replace their original budgets as the new targets for spending in 2015-16.

Item 8ii. 15/242 Expenses Policies

8ii.1 The Council received a report from the Executive.

8ii.2 The Council noted the main changes to the expenses policies for employees, Council members and partners.

8ii.3 During the discussion the following points were made:-

- With reference to paragraph 14 of the employee expenses policy and the equivalent paragraphs in the Partners' and Council members' policies, it was noted that not all types of travel can be booked through the travel management company, and agreed that the wording should be amended accordingly;
- In response to a question about how we can ensure that business insurance is in place for mileage claims, the suggestion was made that a declaration could be made as part of a claim if not already done so. Council concurred with this suggestion;
- Concern was expressed that the determination of class of travel by air was determined by length of journey in terms of time yet this logic was not applied to travel by rail. In response the Council noted that this would be looked at when the policy was next reviewed;
- It was suggested that the policy be more explicit about how railcards can be used to book cheaper rail journeys. The Executive undertook to incorporate this into the policies.

8ii.4 The Council agreed the revised expenses policies, subject to the incorporation of the suggested amendments under paragraph 8ii.3, with effect from 1 January 2016.

Item 8iii. 15/243 Procurement Policy

8iii.1 The Council received a report from the Executive.

8iii.2 The Council noted the main change made to the Procurement Policy was to increase the value thresholds to levels more appropriate to the scale of HCPC's business. The proposed increase in the Chief Executive's sole authority to approve contracts to £100,000 is subject to a change in the Scheme of Delegation, point 7.4, to increase the Chief Executive's authority in the Scheme of Delegation from £50,000 to £100,000. The Council noted that the change to the Scheme of Delegation was later in the agenda. The changes were reviewed by our legal advisors and their comments incorporated.

8iii.3 During the discussion the following points were made:-

- Following the September meeting of the Audit Committee, legal advice had been sought on the role of the Chair as a signatory of contracts under the previous version of the procurement policy approved by Council in December 2013, and on the proposed new role of the Chair, under the proposed new procurement policy, in authorising the Chief Executive to enter contracts. Our legal advisors had confirmed that

both the previous version of the policy and the proposed new policy were valid delegations of authority by the Council;

- The Audit Committee had agreed that it was not necessary for the Chair to systematically report back on contracts that had been approved by the Chair for the Chief Executive to sign. It was felt that high value contracts would normally have been discussed by Council in advance through departmental and project reports and so they would have knowledge of the proposals;
- There was further discussion about the role and authority of the Chair in authorising the Chief Executive to enter contracts over £100,000, and the responsibility of the Council as a whole for those contracts. It was also noted that the Chair or Council could refer the approval of specific other contracts to Council, but that there were practical issues around requiring the Council as a whole to give prior approval to all contracts above a certain value;
- The Council, after consideration, agreed with the proposal in the new policy that contracts over £100,000 should be signed by the Chief Executive with the approval of the Chair of Council, and that prior approval by the Council as a whole was not required as a matter of course.

8iii.4 The Council approved the revised procurement policy.

Item 8iv. 15/244 Change in the bank mandate

8iv.1 The Council noted the paper in relation to the Change in the bank mandate.

Item 9.i. 15/245 Operations Departmental Update

9i.1 The Council received a report from the Executive.

9i.2 The Council noted the main activities of the Operations department.

9i.3 During the discussion the following points were made:-

- The Council noted the update in relation to the fit-out of 405 Kennington Road office accommodation. The Council noted the outstanding issue in relation to the IT cabling which was dependent upon a third party supplier;
- The Council noted the ongoing effort to ensure that all employees, partners and Council members had undertaken Information Security training;

- The Council noted the CPD profile assessment process and the proposed process using a 'portal' that would be introduced as part of the Registration Transformation Project;
- The Council noted that the current process for the assessment of CPD profiles allowed assessors to 'bounce ideas' around and it was hoped that the new process would allow the same;
- There was some discussion about whether those registrants that had submitted a CPD profile could be given more detailed feedback other than a 'pass' or 'fail' . It was noted that this was not something that the Executive would wish to pursue since the issue for us as the regulator was whether a registrant met the threshold standards not provide qualitative comments on a profile. It was agreed that expectations of those registrants submitting a profile needed to be managed and how this could be done could be looked at as part of the Registration Transformation Project;
- The Council noted those preparations being undertaken in order for the Registration Team to take over the work in the area of Registration Appeals.

9i.4 The Council noted the update.

Item 9ii. 15/246 European Professional Card – Fees

9ii.1 The Council received a report from the Executive.

9ii.2 The Council noted that the Executive was preparing to implement the revised EU Recognition of Professional Qualifications Directive (the Directive) which Member States must comply with by 18 January 2016. The Directive will affect how the HCPC processes applications for registration based upon mutual recognition from applicants who are from another relevant European State.

9ii.3 During the discussion the following points were made:-

- The Council noted that the fee structure was based on anticipated direct costs incurred to undertake the process. The Executive were not expecting a high volume of applications;
- Some suggestions were made in relation to the language used within the paper and the Council noted that the language had been lifted from the EU Directive.

9ii.4 The Council agreed (subject to the relevant implementing legislation being in force) to:

- set an EPC scrutiny fee, for applications where the HCPC is the host State competent authority, of £220;

- set an EPC scrutiny fee, for applications where the HCPC is the host State competent authority and the application is limited to the provision of services on a temporary and occasional basis, of £25;
- set an EPC scrutiny fee, for applications where the HCPC is the home State competent authority, of £25;
- instruct the Executive to keep the cost of processing EPC applications under review and to inform the Council if the costs incurred are significantly above or below the fees charged.

Item 10.i. 15/247 Fitness to Practise Departmental Update

10i.1 The Council received a report from the Executive.

10i.2 The Council noted that the report set out the main activities of the Fitness to Practise department since the last meeting of Council in September 2015. It included statistical information, including length of time data, for the period April to October 2015.

10i.3 During the discussion the following points were made:-

- Some progress had been made in relation to signing a 'Memorandum of Understanding' with OFSTED;
- Whilst the number of complaints received was below forecast for the year to date, often services within health and social care were under pressure during winter months and so there may be a spike in the number of complaints received in the coming months;
- Despite repeated requests, we had not been in receipt of any 'learning points' from the PSA. However, the Executive were not overly-concerned since ongoing reflection and review of our own processes meant that we were continually striving to improve our own processes;
- The Council noted a decrease in the number of registration appeals. This could be as a result of case conferences being held earlier in the process which assist in reaching an earlier resolution;
- In response to a suggestion about presenting statistics quarterly rather than monthly, the Executive emphasized the importance looking at the statistics on a monthly basis in order to run the business effectively;
- The Council noted a steady increase in the number of complaints relative to particular professions. It was hoped that the proposed

research (a brief for which was on the agenda for consideration on 3 December) would help draw together some of the underlying reasons for this.

10i.4 The Council noted the update.

Item 10.ii. 15/248 Fitness to Practise Practice Notes

10ii.1 The Council received a report from the Executive.

10ii.2 The Council noted there are currently 33 Practice Notes. These documents are available on HCPC's website and are actively referred to during the investigation and hearing processes. We aim to review each Practice Note on an annual basis. The review has three stages. In most cases, there are little or no changes, or there is the requirement to edit the document to make it easier to understand or use. The Practice Notes are not reviewed in isolation. Most relate to an element of an HCPC policy, so the review cycle of the Practice Notes is linked to the review of policies, or any operational guidance for HCPC team members.

10ii.3 The Council approved the changes to the Restoration to the Register Practice Note.

Item 11. 15/249 Fitness to Practise Final Hearing Audit report 1 April 2015 – 30 September 2015

11.1 The Council received a report from the Executive.

11.2 The Council noted the audit of final fitness to practise hearing decisions, covering the period 1 April 2015 to 31 September 2015. The purpose of the audit is to review the quality of decisions reached by fitness to practise committee panels.

11.3 During the discussion the following points were made:-

- That learning points arising from this audit are fed back to panel members through 'refresher' training or occasionally, if a number of concerns relate specifically to a panel member, some direct feedback will be provided;
- That whilst mediation is not always an appropriate sanction once a case has reached the hearing stage, it is important to continue to raise awareness of this alternative mechanism to resolve a dispute;
- The suggestion was made that it would be useful to illustrate some of the paper with graphs and plot the figures against those arising from previous audits. The Executive undertook to look at how this could be presented in future.

11.4 The Council noted the contents of the paper.

Item 12. 15/250 Student Social Worker Suitability Scheme

12.1 The Council noted the paper in relation to the Student Social Worker Suitability Scheme. It was noted that the Scheme had now been closed.

Item 13. 15/251 Education Departmental Update

13.1 The Council received a report from the Executive.

13.2 The Council noted the report sets out the main activities of the Education Department in October and November 2015. It includes statistical information and highlights key work undertaken. It also includes a six month review of the 2015-16 work plan.

13.3 During the discussion the following points were made:-

- The lay visitor focus group held in October was an opportunity for lay visitors to review their experience in relation to the approvals process. Any learning could potentially be extended to the monitoring process;
- In response to a question, the Council noted that new programme approvals and changes to programmes which required HCPC visits, were all outside of the control of HCPC and so were not easy to predict. However, the Executive tried to keep abreast of factors affecting a profession so they could try to anticipate when education providers were likely to seek approval for a new programme or submit a request for a major change to a programme. That said, the number of change requests compared to the number of approved programmes remained low;
- The Executive continued to encourage education providers to notify the HCPC as soon as possible if they are aware of a forthcoming change;
- The suggestion was made that UCAS statistics may help inform resourcing around visits;
- The Council noted that the new IT system for the Department was going well and all employees in the Education Department had transitioned across. It had been an opportunity to restructure the team and those efficiencies yielded had meant that resources could be deployed in other areas, for example, to deal with the higher than anticipated number of visits.

13.4 The Council noted the update.

Item 14.15/252 Any other business

14.1 There were no additional items for consideration that day.

Item 15.15/253 Resolution

15.1 The Council adopted the following resolution:

‘The Council hereby resolves that the remainder of the meeting shall be held in private, because the matters being discussed relate to the following;

Item	Reason for Exclusion
16	c
17	c

- (a) information relating to a registrant, former registrant or application for registration;
- (b) information relating to an employee or office holder, former employee or applicant for any post or office;
- (c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- (d) negotiations or consultation concerning labour relations between the Council and its employees;
- (e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Council;
- (f) action being taken to prevent or detect crime to prosecute offenders;
- (g) the source of information given to the Council in confidence; or
- (h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Council’s functions.’

Item 16.15/254 Accommodation for HCPC’s Tribunal Services

16.1 The Council received a paper from the Executive.

16.2 The Council noted that approval was being sought for the Chief Executive and a member of the Council to affix the Council Seal to a lease being entered into to accommodate the tribunal function of the HCPC.

16.3 The Council noted that the detail in relation to the accommodation and lease had been fully discussed at the meeting of Council in March 2015 and approval to the affixing of the Seal was now being sought.

16.4 The Council agreed to authorise the Chief Executive and a member of the Council to attach the Council seal to the lease for 405 Kennington Road, in accordance with Standing Order 23.

Item 17.15/255 Office Accommodation

17.1 The Council received a paper from the Executive.

17.2 The Council noted that approval was being sought to the renewal of the leases for the office accommodation at 33 Stannary Street.

17.3 The Council noted that legal advice would be provided in relation to the terms of the lease.

17.4 The Council authorised:-

- (i) the Executive to enter into separate twelve year leases for the offices located at 33 Stannary Street London SE11; and
- (ii) the Chief Executive and a member of the Council to attach the Council seal to the leases, in accordance with Standing Order 23.

Chair:

Date:

Council

Minutes of the 102nd meeting of the Health and Care Professions Council as follows:-

Date: Thursday 3 December 2015

Time: 10am

Venue: The Council Chamber, Health and Care Professions Council, Park House, 184 Kennington Park Road, London SE11 4BU

Present: Elaine Buckley (Chair)
Stephen Cohen (items 1-8)
Richard Kennett
Sonya Lam
Eileen Mullan
Joanna Mussen
Robert Templeton
Joy Tweed
Nicola Wood
Stephen Wordsworth

In attendance:

Georgia Akuffo-Kumih, HR Business Partner
Claire Amor, Information Governance Manager
John Barwick, Acting Director of Fitness to Practise
Ruth Cooper, Service and Complaints Manager
Guy Gaskins, Director of Information Technology
Andy Gillies, Director of Finance
Abigail Gorringe, Director of Education
Michael Guthrie, Director of Policy and Standards
Jacqueline Ladds, Director of Communications
Louise Lake, Director of Council and Committee Services
Marc Seale, Chief Executive and Registrar

Public Agenda – Part 2

Item 1.15/257 Chair's welcome and introduction

- 1.1 The Chair welcomed Council members and those seated in the public gallery to the 102nd meeting of Council.

Item 2.15/258 Apologies for absence

- 2.1 There were no apologies for absence.

Item 3.15/259 Approval of Agenda

- 3.1 The Council approved the agenda.

Item 4.15/260 Declaration of Members' interests

- 4.1 Nicola Wood declared an interest under item 9, the six monthly review of Information Governance, as a non-executive Director of the Board of the Information Commissioner's Office.

Item 5i.15/261 Policy and Standards Departmental Update

- 5i.1 The Council received a report from the Executive.
- 5i.2 The Council noted the activities of the Policy and Standards department.
- 5i.3 During the discussion the following points were made:-
- Ministerial approval was still being awaited in relation to the consultation on the draft standards for use of exemptions by orthoptists;
 - The first data set would be sent to the PSA in the next few weeks in preparation for their performance review due to commence early in 2016. The new approach to the performance review means that every regulator will have an initial stages review carried out every five years;
 - The outcome of the consultation on 'Ethics for Regulators' carried out by the Committee on Standards in public life was due in March 2016;
 - The Council noted the ongoing work in relation to the review of the Standards of Proficiency for Social Workers. The consultation document will be presented to Council in March 2016;
- 5i.4 The Council noted the update.

Item 5ii. 15/262 Strategic Intent 2016-2020

- 5ii.1 The Council received a report from the Executive.
- 5ii.2 The Council noted that the strategic intent for 2012-2015 expires at the end of this year. Following consideration at the October Council away day, some changes had been made to the document and this had been submitted for consideration. The revised version would cover the period 1 January 2016 to 31 December 2020.
- 5ii.3 During the discussion the following points were made:-
- A suggestion was made that reference needed to be made to the ongoing enhancements made to the organisation. After consideration, it was agreed that the reference to 'evidence-informed' research covered that point;
 - There was some discussion about the suggestion that there should be a reference to 'being fair and being seen to be fair' within the document. In response, it was noted that this is inherent in what the organisation does;
 - Concern was expressed that there was no reference to 'caring' or 'compassion' within the document or nothing that informs the public that the focus of the organisation is health and social care;
 - In response to the suggestions made, it was agreed that the document would be kept under review and consideration be given to these when it requires refreshing;
 - Some minor amendments were suggested in relation to the wording of the objectives. The Council agreed to incorporate these.
- 5ii.4 The Council approved the strategic intent for 2016-2020 (subject to the minor amendment) and agreed that it would be kept under review.

Item 5.iii 15/263 Understanding the prevalence of fitness to practise cases about paramedics and social workers in England

- 5iii.1 The Council received a report from the Executive.
- 5iii.2 The Council noted that Paramedics and social workers in England are the professions whose fitness to practise is called into question most in proportion to the number of registrants. A draft research brief was proposed to explore why this was the case.
- 5iii.3 During the discussion the following points were made:-

- There was some discussion about the length of time expected to deliver this research and it was noted that the academic team would have other pressures that needed to be taken into account when deciding upon reasonable timeframe to deliver a piece of work;
- The suggestion was made that the reference to the words “over-represented” when talking about the prevalence of cases amongst paramedics and social workers in England was misleading and an alternative needed to be used throughout the document;
- The Council noted that we needed to be open to the suggestions that may arise from the report, for example, the researchers may recommend amending the standards of proficiency;
- It was agreed that the primary focus of research should be based on UK literature. It was noted that the Care Councils in Wales, Scotland and Northern Ireland would be consulted with;
- In response to a suggestion, the Executive undertook to explore the possibility of the research team providing a generic methodology output that HCPC could then use going forward;
- Some suggestions were made in relation to the research governance part of the brief and the shortlisting criteria, all of which would be followed up by the Executive.

5iii.4 The Council approved the research brief subject to the incorporation of comments detailed under the discussion.

Item 5.iv 15/264 Consultation on changing the local anaesthetic and prescription only medicine annotations

5iv.1 The Council received a report from the Chief Executive.

5iv.2 The Council noted feedback that the ‘prescription only medicines’ annotation or administer the ‘local anaesthetics’ annotation for Chiropodists / Podiatrists is out of date and confusing for registrants and others. The Executive is proposing to rename the annotations to more closely reflect both exemptions in medicines legislation. A consultation of at least eight weeks is proposed. The consultation document was agreed and recommended to Council at the Education and Training Committee’s meeting on 19 November 2015. (Small minor amendments have been made to the document since then.)

5iv.4 The Council agreed:

- the text of the consultation document (subject to minor editing amendments and formal legal scrutiny); and
- a consultation period of at least eight weeks.

Item 6.15/265 Communications Departmental Update

- 6.1 The Council received a report from the Executive.
- 6.2 The Council noted the main activities of the Communications Department since the last meeting of Council. It included statistical information and highlighted key work undertaken across the range of communication channels.
- 6.3 During the discussion the following points were made:-
- There was some discussion about those conferences attended by the Communications team and Council involvement and learning. It was agreed that the Communications team could alert Secretariat if there was a conference that it would be appropriate for Council members to attend. Additionally, if Council members were aware of a conference that they wished to attend, they needed to submit a training request form. In relation to learning from conferences, the Executive undertook to look into how useful information arising from a conference could be shared;
 - The Council noted the increased social media presence of HCPC particularly over the last year;
 - The Council noted the different ways in which the Communications department measured success, for example, the feedback received from events and meetings and on a global level, the IPSOS Mori opinion polling carried out every three years;
 - In response to a question about whether all registrants could be sent an electronic copy of 'In focus', the Council noted that legally this was possible providing we had an 'unsubscribe function', we just needed to await written legal advice before looking at the technical aspects of doing so;
 - The Council noted that the programme used to disseminate publications (dot mailer) enabled us to see how many people had actually opened the publication and which pages had been viewed;
 - The Executive undertook to look into disseminating the 'Issues Brief' more widely.
- 6.4 The Council noted the update.

Item 7.i. 15/266 Secretariat Departmental Update

- 7i.1 The Council received a report from the Executive.

- 7i.2 The Council noted the main activities of the Secretariat department.
- 7i.3 The Council noted the update.

Item 7ii. 15/267 Code of Governance

- 7ii.1 The Council received a report from the Executive.
- 7ii.2 The Council noted some minor amendments have been made to the Code of Corporate Governance, although a review had not been carried out since the meeting of Council in September 2013. Following a discussion held at the annual Council away day in October in relation to increasing the size of the Audit Committee, the opportunity has been taken to review the Code of Governance.
- 7ii.3 In response to a question about whether the Scheme of Delegation requires all contracts that are being entered into to be authorised by the Council in advance, the Council noted that the procurement policy that was agreed by Council on 2 December meant that contracts above £100,000 would be entered by the Chief Executive with the prior approval of the Chair. The signing of the contract is the final stage in the procurement process, which includes (above £25,000) a tender panel who are responsible for the selection process. The Council as a whole is not required to authorise contracts in advance (other than contracts for land and buildings) however, the Council would have sight of the annual budgets and the departmental updates together with specific reports in relation to contracts and so they would normally be made aware of high value procurements that were underway. It was requested that legal advice on this matter should be reconfirmed and circulated to all Council members.
- 7ii.4 The Council agreed:-
- That, subject to the amendments shown in those documents being made:
1. the draft Standing Orders of Committees presented to the Council are adopted and the existing Standing Orders of Committees are revoked; and
 2. the draft Scheme of Delegation presented to the Council is adopted and the existing Scheme of Delegation is revoked.

Item 7iii. 15/268 HCPC email addresses for Council members

- 7iii.1 The Council received a report from the Executive.
- 7iii.2 The Council noted that the Executive did not recommend Council Members to have '@hcpc-uk.org' email address. However, should members wish to

have their personal, cloud-based email accounts added to their ipads, this could be facilitated.

- 7iii.3 The request was made, and supported by the Executive, that any attachments sent to Council members be placed on their Ipads in addition to being emailed.
- 7iii.4 The Council agreed that they do not require '@hcpc-uk.org' email addresses. However, IT support will be provided should a member wish to have their personal, cloud-based email account made accessible from their HCPC ipad.

Item 7.iv. 15/269 Committee Chairs

- 7iv.1 The Council received a report from the Executive.
- 7iv.2 The Council noted that at the Education and Training Committee on 19 November, Joy Tweed was nominated as Chair subject to the ratification by Council. At the Audit Committee on Thursday 26 November, Richard Kennett was nominated as Chair subject to the ratification by Council.
- 7iv.3 The Council noted that ordinarily individuals would be appointed as Chairs for two years. However, since both Joy Tweed and Richard Kennett were due to conclude their final terms as Council members in December 2016, new Chairs would need to be appointed at that time.
- 7iv.4 The Council ratified both the decision of the Audit and the Education and Training Committees.

Item 8. 15/270 Six monthly review of feedback and complaints

- 8.1 The Council received a report from the Executive.
- 8.2 The Council noted the feedback received between 1 April 2015 and 30 September 2015 together with some corrective action that has been put in place as a result of stakeholder feedback. Logging and reviewing feedback is an ISO9001 requirement.
- 8.3 Some suggestions were made in relation to the presentation of the paper:-
 - (i) More distinctive colours needed to be used on the graph showing the number of complaints received across two year cycles;
 - (ii) It would be useful to have an additional pie chart under the section entitled "Number of complaints received by department and profession" which showed those professions that had gone through the renewal cycle during that reporting period;
 - (iii) It would be useful separate out those professions going through renewal and the remaining professions;
 - (iv) That the report could be presented in two halves with the first looking at comparisons across the professions and the second providing a review over the last six months.

8.4 The Council noted the contents of the report and requested that the Executive give consideration to the presentation of the paper.

Item 9. 15/271 Six monthly review of Information Governance

9.1 The Council received a report from the Executive.

9.2 The Council noted the main activities of the Information Governance team.

9.3 The Council noted the resources in place to cover any potential absence of the Information Governance Manager.

9.4 The Council noted the contents of the paper.

Item 10. 15/272 IT Departmental Update

10.1 The Council received a report from the Executive.

10.2 The Council noted the main activities of the Information Technology department which included an update in relation to service availability and the secure telephone payment service.

10.3 The Council noted the work of the Executive in order to maintain the security, confidentiality and integrity of data.

10.4 The Council noted the update.

Item 11.i. 15/273 HR Departmental Update

11i.1 The Council received a report from the Executive.

11i.2 The Council noted the main activities of the Human Resources department.

11i.3 During the discussion the following points were made:-

- The Council noted the recent issues that had been experienced in terms of recruitment to certain posts;
- Since the procurement policy had been agreed, a procurement officer would now be recruited;
- There had been a high level of interest in the recruitment of registration appeal panel members. Following a transparent short-listing exercise, candidates would undertake a competency-based interview;

- A new company had been appointed to run equality and diversity training at HCPC and this would be rolled out to Council members in due course.

11i.4 The Council noted the update.

Item 11ii. 15/274 Equality and Diversity report: Employees and Partners

11ii.1 The Council noted the Equality and Diversity report: Employees and Partners.

Item 12.15/275 Chief Executive's Summary of key issues

12.1 The Council noted that the Chief Executive and the Chair would be attending a meeting with Ben Gummer, Parliamentary Under Secretary of State for Care Quality on Wednesday 9 December 2015 and an update would be provided to Council as appropriate.

Item 13.15/276 Any other business

13.1 There were no additional items for consideration that day.

Item 14.15/277 Meeting Evaluation

14.1 The following points were noted:-

- The thematic approach to the presentation of the agenda had led to greater participation and debate;
- Council needed to be mindful of the effort put in by authors of papers and appropriate praise given;
- Where Council is in agreement with a recommendation contained within a paper, this needed to be vocalised in an active way rather than Council remaining silent;
- There was a danger that papers discussed in private at the end of the day may not be given full consideration.

14.2 The Chair updated Council as follows:-

- The Chair requested all those who had not yet completed the information security training to do so;
- The Chair gave a brief outline of the training session scheduled for January 2016 which included the DiSC assessment together with some

work on appraisals and sharing of information in relation to expertise and competencies.

Item 15.15/278 Date and time of next meeting

15.1 Wednesday 10th February 2016 at 2pm and Thursday 11th February 2016 at 10am at Park House, 184 Kennington Park Road, London SE11 4BU.

Chair:

Date: