

The actions as agreed at the previous public meetings of the Council are set out below. The Council is requested to note the responses to the actions.

Action no	Date of meeting	Agenda item	Action	Lead	Date due	Response
13	26 September 2024	Fitness to Practise Performance Report	The review of the registrant support service would include an evaluation of the impact of the service. This would include any available feedback from the provider of the Registrant Support Service, recognising that this was an independent and confidential service for registrants, as well as from other stakeholders including representatives.	Executive Director of Fitness to Practise and Tribunal Services	05/12/2024	The review of the Registrant Support Service is in progress and is on track for completion by the end of January 2025. We are engaging with the service provider on available feedback from those that have used the service.
14	26 September 2024	Fitness to Practise Performance Report	The Executive Leadership Team would discuss the legal resource requirements of the organisation to determine whether additional senior resource was required.	Executive	05/12/2024	We now have our first senior in-house legal role in place within the fitness to practise department.  Through our existing contracts we have access to our external legal providers for legal advice on both regulatory and corporate affairs matters. We will keep under review the balance between having easy access to external legal advice (as required) and having in-house capability. This will need to consider the size and affordability of any in-house legal capability we would need to have in place to cover the breadth of advice we require and have access to from our external legal providers.
15	26 September 2024	Fees consultation response	(a) The available information in relation to whether employers or registrants paid the fees would be circulated to Council members following the meeting.  (b) The number of registrants represented by the organisations that had responded to consultation would be identified and consideration given to including this information in the response to the consultation should this prove helpful.	Executive Director of Resources	05/12/2024	(a) While there appears to be a degree of discretion for employers, we understand that individuals employed by the NHS in the UK are responsible for paying any registration fees (and other professional subscriptions) as well as for maintaining their registration. This also appears to be the case for the main private healthcare providers as this is not listed as a benefit for their employees. The position appears to be different for those employed in national and local government in relation to a range of health and care professions. This could be considered as part of future engagement with registrants to better understand who pays their registration fees.  (b) We carefully consider responses from our organisational stakeholders and recognise that their responses represent their wider membership. In finalising the consultation response document the executive took into account as context the numbers of registrants likely to be represented by the organisations that responded, as a further indicator of overall numbers and of views on the consultation questions. However it is difficult to form a definitive view on the numbers of registrants whose views could be said to be represented by organisational responses. In the case of some smaller organisations that responded, we do not know the number of registrant members. In addition, some respondents said that they were responding on behalf of an organisation, where it seemed clear that they were in reality responding as an individual. In view of these analytical difficulties, it seemed right to confine the material in the response document to information about which we could be certain.
16	26 September 2024	Council and committee members annual review process	The Head of Governance and the Chair would:  (a) incorporate the chairing of registration appeal panels in the annual review where applicable; and  (b) agree an approach to exit interviews for Council and independent committee members in future years, noting this would be incorporated into the annual review process for 2024.	Head of Governance/ Chair	05/12/2024	(a) Completed. The annual review form was updated to record all roles performed by Council members so that these could be incorporated in the annual review.  (b) This has been incorporated in the annual review process for 2024 and the approach for future years will be considered in 2025 based on the experience and feedback from these discussions.

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17	26 September 2024	Council and committee members annual review process	The mechanism for collecting and routinely sharing feedback on registration appeal panels with panel chairs would be reviewed.	Executive Director of Education, Registration and Regulatory Standards	05/12/2024	<p>Currently feedback is sought from all panel members via feedback forms which are sent to all panel members at the end of each registration appeal hearing. Any feedback received that requires direct feedback to specific individuals is done via email or discussion. Any operational issues are fed back to the relevant teams. This current process is person/team specific and does not look for themes to inform continuous improvement.</p> <p>The new Registration team structure is now largely in place (which has specific roles focussed on quality and quality assurance). The team are developing the current process to share the learning from feedback more broadly (i.e. not just with the individuals/teams directly concerned). For example, on a quarterly basis the Registration team will send collated feedback to panel members.</p> <p>We will also look to identify any themes from the feedback and this will be reviewed regularly by the senior management team in Registration. Any recommendations/changes to how we operate that are identified will be documented and implementation of any changes will be overseen by the new Quality Assurance team in the Registration department.</p>