

People and Resources Committee, 9 November 2023

Matters Arising

Executive summary and recommendations

Attached is an actions list as agreed at the last public meeting of the People and Resources Committee.

7 September 2023	
1	<p>Item 7. Resources and Business Performance Directorate performance</p> <p>7.5 The Executive noted that it was difficult at this stage to predict timelines for the online applications project and that the new resource joining the team in October would initially be focused on the BC reimplementation as a priority project. An update would be given to the Committee later in the year on the progress of other projects. The Committee noted that there were implications of moving timelines on the forecast for the end of year accounts.</p>
	<p>Executive:</p> <p>Online Applications consists of two primary areas of focus this year (1) Implement an Online Concerns portal to supplement the paper-based route, and (2) review and implement optimisations to the International Applications process.</p> <p>For Online Concerns, the project board is currently reviewing three options presented and are seeking to complete project Initiation in November with a target delivery of this financial year.</p> <p>For the International Applications process, start-up is pending resource availability, however the target for this financial year is to conduct a process review and map out areas for automation and optimisation. As there is a high degree of change in the pipeline at present (Business Central, Online Concerns, HR Recruitment Module, Front Loading, and Welsh Language standards start-</p>

		up), the specific start date of this send workstream will likely only commence in late January and run into the next financial year.
2	<p>Item 7. Resources and Business Performance Directorate performance</p> <p>7.6 The Committee highlighted that there was a difference in the forecasted and budgeted figure given for the online applications project. The Executive explained that there had been no change to the net overall value and the difference was due to a carryover from the previous year and agreed to confirm the calculations outside of the meeting.</p>	<p>Executive:</p> <p>The Head of Finance circulated clarification to the Committee outside of the meeting.</p>
3	<p>Item 7. Resources and Business Performance Directorate performance</p> <p>7.8 The Committee sought clarification in reference to page 13 of the paper where it stated that investigations were being carried out in both Registrations and FtP to help prevent missed hearings and asked whether this was a one-off incident being managed or an ongoing issue. The Executive explained that the reference was about system enhancements and not actual FtP hearings and cases, and agreed to provide further detail to the Committee outside of the meeting.</p>	<p>Executive:</p> <p>This work item referred to a backlog request in the operational continuous improvement workstream where options were being assessed by FTP to reduce the risk of missing hearings by determining options to report on the calendar items already being more easily tracked by operational teams.</p> <p>The follow-on steps included internal FTP process training to ensure good compliance to the current process and a requirements session led by Product which identified additional data links support the use of PowerBI to create alerts. The current 6-week optimisation sprint being run is delivering this additional data link.</p>
4	<p>Item 9. HCPC Employee pulse survey results – Q1 2023-24 (report ref: PRC 28/23)</p> <p>9.6 The Committee requested the presentation of percentages in the results to be accompanied by actual numbers to allow better understanding and analysis across the different sized teams.</p>	<p>Executive:</p> <p>The request has been actioned.</p> <p>Reports have been updated to include percentages and actual numbers.</p>
5	<p>Item 10. Finance report – July 2023 (PRC 29/23)</p>	<p>Executive:</p>

	<p>10.3 The Committee noted that the £500k provision for additional legal costs relating to FtP and PSA standards was budgeted for as an acknowledgement of a risk and as a buffer to provide the opportunity to invest in further improvements should a surplus position be realised. The Committee requested that the Executive Director of Regulation who was absent from the meeting, presented a private paper on the latest position relating to the FtP provision, forward planning and also legal provider transfer costs to a future committee meeting.</p>	<p>It was agreed with ELT that this would be included in the Finance paper rather than a standalone item.</p>
6	<p>Item 10. Finance report – July 2023 (PRC 29/23)</p> <p>10.4 In response to a question regarding other current assets and the difference between the actuals and budgeted figures, the Executive explained that was related to the methodology applied to debtors or accounts receivables, as recommended by the external auditors. The Executive agreed to add an explanatory footnote to the report.</p>	<p>Executive:</p> <p>Notes will be added to subsequent reports going forward for key movements between actuals and budget and/or budget vs forecast.</p>

Decision

The Committee is requested to note the document. No decision is required.

Background information

Please refer to individual papers and minutes for the background to decisions.

Resource implications

Financial implications

None.

Appendices

None.

Date of paper

2 November 2023