



The HCPC
A Year in Highlights

Foreword



I have thought about what one word I could use to describe the past year and the term surreal comes to mind.

I think the first step is to acknowledge what we are all going through and what we have felt. Although the pandemic was and continues to be challenging, I am proud to have worked on the frontline, supporting my profession and colleagues, and that I have contributed in some way to saving patients' limbs and lives.



24th March 2021

Khadijah Nazir Salim - specialised podiatrist, Oldham Care Organisation

Our Year in Highlights shows the HCPC's work from the 1st of April 2020 through to the 31st of March 2021. Importantly, it also conveys the experience of our registrants in what has been an unprecedented and extremely challenging time for the healthcare sector.

This year was about contending with COVID-19, but also about setting a clear course and direction for the HCPC with a new and ambitious Corporate Strategy. It was a year of progress, engagement, innovation and change, as we learnt to adapt our ways of working to become more innovative and flexible during the pandemic.

The HCPC's purpose is to promote high-quality professional practice and care that the public can access safely and with confidence. Our Corporate Strategy 2021-2026, co-created with our stakeholders, puts delivering our core statutory responsibilities at the centre.

Looking forwards, the upcoming Health and Care Bill and current momentum behind healthcare reform presents a golden opportunity for greater collaboration, innovation and flexibility within healthcare regulation. We believe the HCPC, as a multi-profession regulator with 20 years' experience, has an important role in shaping this regulatory change.

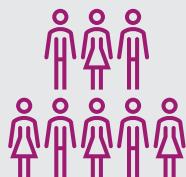
About the HCPC

The HCPC regulates the health and care professions by setting standards for professionals' education, training and proficiency; keeping a register of professionals, known as 'registrants', who meet our standards, keeping them up to date with our standards through Continuing Professional Development; and taking action if those on our Register do not meet our standards.

Our work is underpinned by our core values: to be fair, compassionate, inclusive and enterprising.

The HCPC Register

The HCPC is adapting to become a leaner, more efficient organisation by transferring regulation upstream where suitable, and laying the foundations from which we can deliver lean and intelligent regulation to health and care professionals.



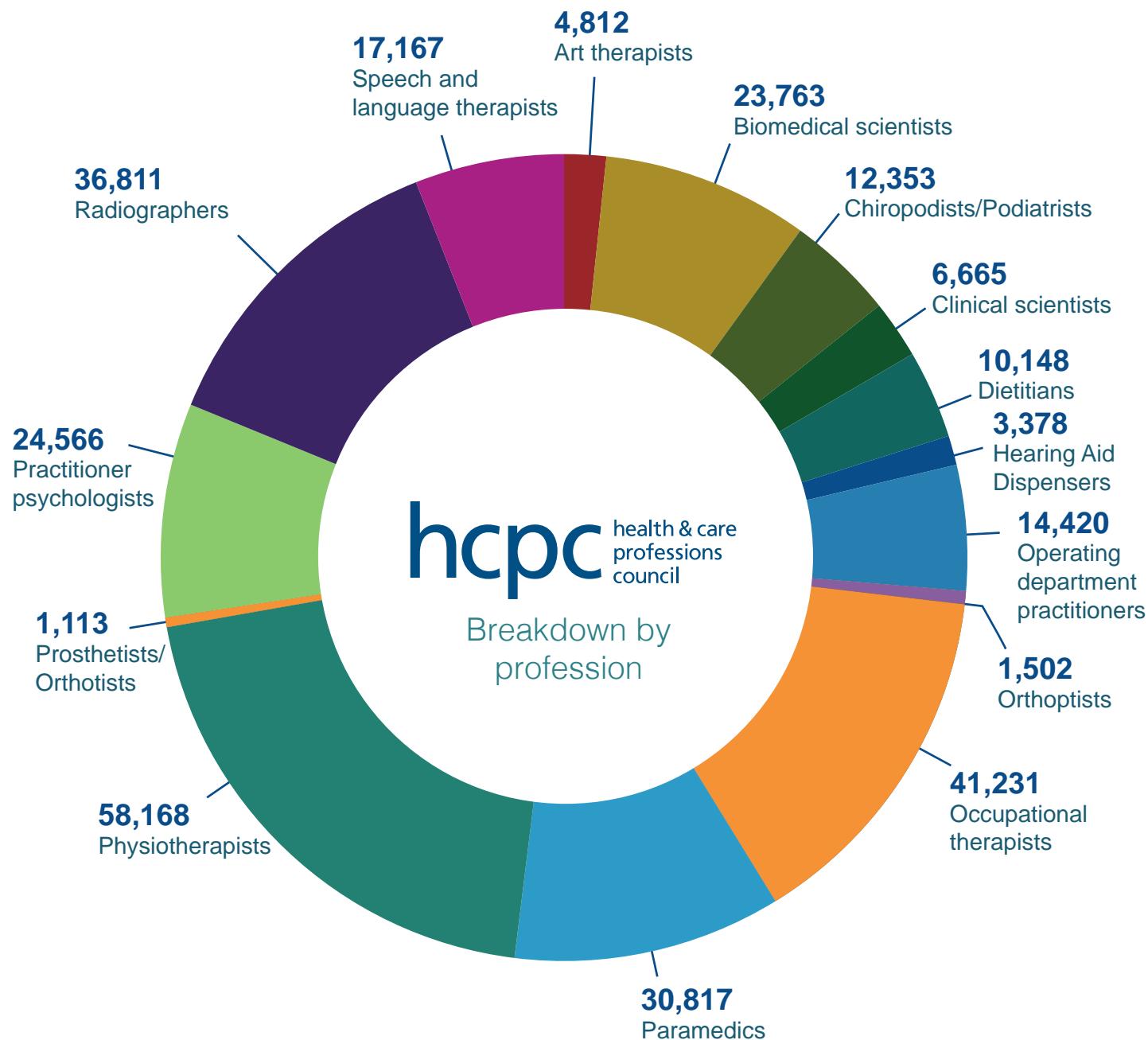
286,914

Total number of Registrants



15,518

Number of new registrants in the last FY



Response to COVID-19

Since March 2020 all our worlds have been upturned by the COVID-19 pandemic, but the world of healthcare has been particularly impacted. Our registrants and staff have bravely risen to the occasion, demonstrating flexibility and innovation to continue to provide their services and protect the public.



It's been a really difficult time for me personally and professionally. Fortunately, I have a great group of people supporting me which has helped to keep me going. My advice for any healthcare professional now is don't be afraid to talk to someone. There are also plenty of helpful wellbeing resources available from the NHS and a number of charities as well as the HCPC.



1st May 2020

Nick Groom, paramedic and Teaching Fellow at
Oxford Brookes University



NHS

27,557 individuals were added to our Temporary Register of students and returners, to boost the healthcare workforce at a critical moment.

Many of our registrants joined the vaccine delivery force to assist with the rollout.



Registrants

We set up our COVID-19 hub with a dedicated set of resources and information to support our registrants.



Employees

We transitioned many of our day-to-day operations online, including Fitness to Practice hearings, registration renewals and approval and monitoring for new education programmes.

Focus on Professionalism and Standards

The HCPC works with the health and care professions, registrants and other stakeholders to set and reach the highest standards of care, which the public can have confidence in.



During the pandemic I helped set up a walk-in orthopaedic outpatient fracture service and I also carried out hundreds, if not thousands, of mobile x-rays. However, the biggest memory for me was working with a team to implant a bespoke orthopaedic implant.

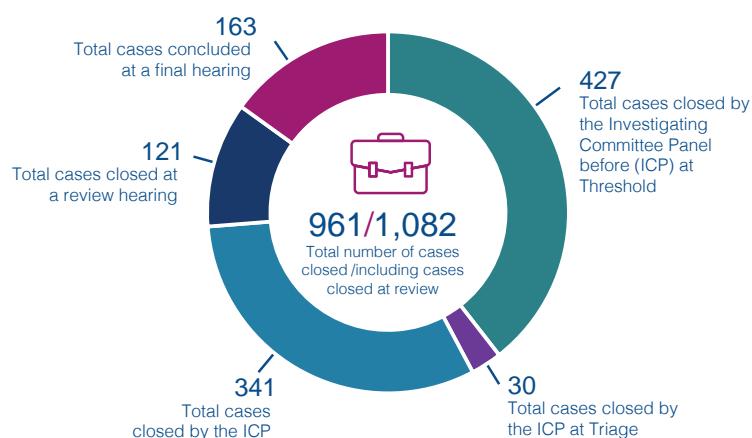
"In these strange COVID-19 times, this work offered a small amount of normality, and a chance to see how the work we do on an everyday basis really makes a difference in people's lives."

30th November 2020

Rachel Williams, Deputy Superintendent Radiographer at St George's University Hospitals in London

Fitness to Practise (FtP)

The HCPC did not have to halt any of its Fitness to Practice investigations during the pandemic and managed to deliver hearings remotely.



489

The number of cases which met the Standards of Acceptance/Threshold Policy

Education

The HCPC quality assures education programmes, such as degree and other courses, that ensure applicants meet our Standards before joining our Register. We started the pilot of our new education Quality Assurance Model in January. The new model will allow us to be much more flexible, data-led and risk-based when assessing the quality assurance of education providers.



987

Total approved programmes



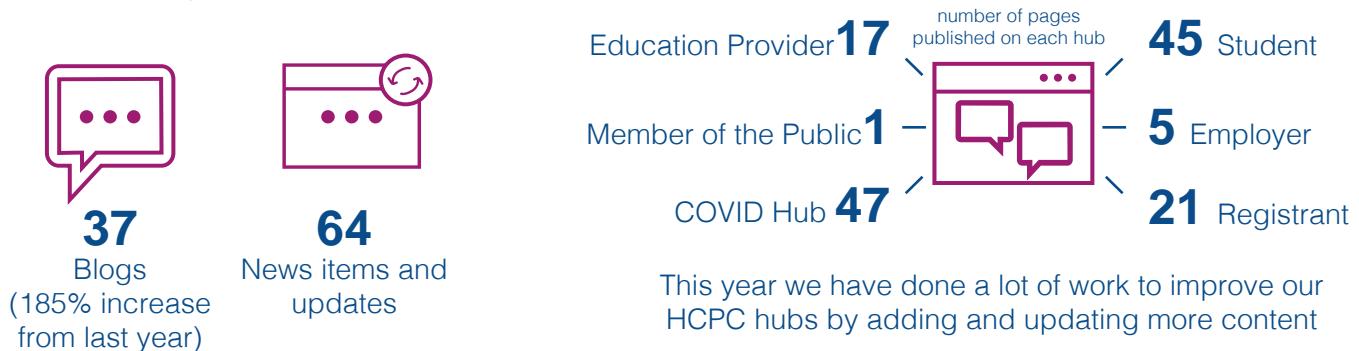
74

Number of new programmes

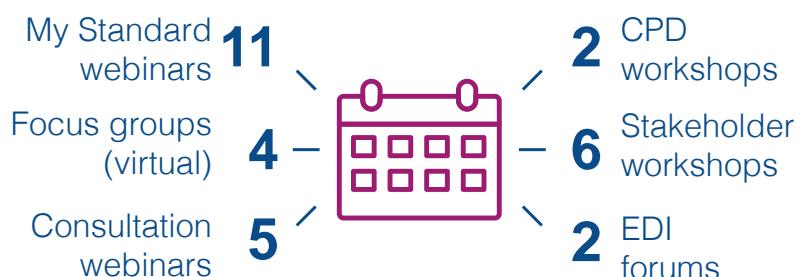
Building Visibility, Engagement and Collaboration

The HCPC is working to be more visible. Our stakeholders offer a rich pool of experience from which we can learn and generate ideas. We aim to inform, to drive engagement and, where there's opportunity, to collaborate. This year, we have continued to explore and utilise more effective ways to communicate, and have increased the volume of communication with all our stakeholders.

Content published



Events held by the HCPC



Website



Applying an Intelligent Data Driven Approach

Combining human experience and insight with the intelligent use of data to shape the organisation for the future is an area of focus for the HCPC. These innovations are key to improving stakeholder experience and help prevent issues before they arise.

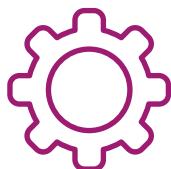


We decided to move the meetings online. This way it still feels very much like a group session where everyone can be together, albeit virtually... One of our participants recently described the sessions as a “lifeline” during these uncertain times.



22nd May 2020

Claire Molyneux, Arts Therapist, practising as a music therapist



Temporary register

Our registration team very quickly designed a process for temporary registration to adapt to the needs of COVID-19.

There is now a new project to build on this and bring more of our registration processes online.



CRM

Our new Client Management System for registration has greatly improved service user experience through its two-factor authentication system.

Registrants are now able to renew their registration and also voluntarily deregister online.

Delivering Responsive and Empathetic Regulation

The HCPC is moving to a prevention-focused regulatory approach, which is also proportionate and risk-based, addressing issues before they arise with the aim of reducing emotionally challenging FtP hearings. We also strive to create an inclusive and caring environment for our employees.



Although there are relatively few practitioner psychologists doing the sort of work I specialise in now, it continues to be hugely important to stay informed about, and connected with, the world of professional psychology and psychology research.

I have various regular peer supervision arrangements, read about and watch developments in the HCPC and the BPS very closely, and view and attend appropriate CPD events as much as possible.



24th July 2020

Kairen Cullen, Educational Psychologist specialising in television and film



EDI

Our Equality Diversity and Inclusion (EDI) Strategy was presented to Council for approval in March 2021.

Equality and Diversity consultants Diversity McKenzie's audit of the HCPC's organisation-wide approach to EDI rated our action planning, Equality Impact analysis and wellbeing initiatives as excellent.

As part of our ongoing EDI Action Plan (2021-2023) we set up the EDI Forum with 70+ members – HCPC registrants and other stakeholders, as well as a Steering Group and Staff Group to guide our decision making.

Our 'MyEDI' survey was sent out in January this year. Thanks to a tailored and proactive communications approach, working closely with different stakeholders, we received 52,046 responses - a more than three-fold increase in response rate.

FtP improvement programme

We outlined and implemented 16 projects under our FtP Improvement Programme, and Council have approved significant funding to accelerate the programme. In 2021 we will begin moving into the benefits realisation stage of our FtP Improvement Plan as well as starting further improvement activities to improve the quality, pace and consistency of our FtP process.

This year our policy team also delivered a review of the regulation of Advanced Practice, a Registrant Health and Wellbeing Strategy and Action Plan, and a Professionalism and Prevention Framework, which endorses increased upstream activity, focussed on promoting professionalism and preventing and reducing harm.

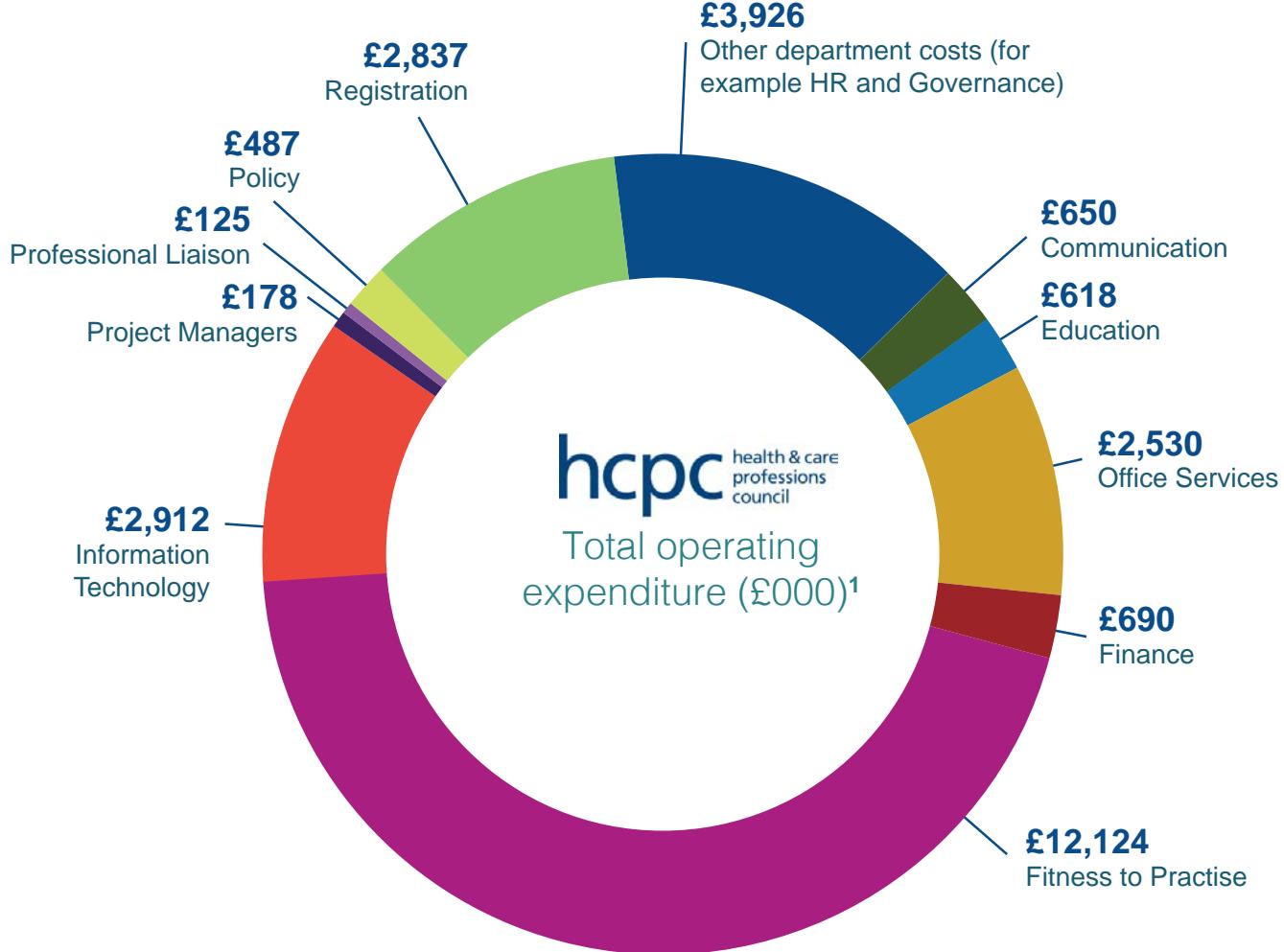
In addition, we began a review and consulted on updates to all 15 of our standards of proficiency - the professional standards all registrants must meet in order to become registered.

Delivering Efficiency and Value

The HCPC aims to deliver value for all stakeholders and the public purse.

For the first time since 2015, we are increasing our fees for registrants in the next annual cycle by £8.12. Given the context of COVID-19, the proposed increase, originally planned for 2020, was delayed until this year and the original amount of the increase has been halved. We also decided to keep the 50% discount graduate applicants receive during their first two years of registration.

The increased fee will be phased in over the next two years and will support the HCPC to implement measures to improve our ability to collect, interpret and share data - enabling us to better predict and prevent issues arising in professionals' education and practice. It will also enable better understanding of the impact of our work across different groups, supporting our equality, diversity and inclusion objectives.



Expenditure by department for the financial year 2020-2021 is set out above. Please refer to our annual report and accounts for more detail.

1. Figures rounded to the nearest £000

Into the Future – The Next Five Years

Our 2021-2026 Corporate Strategy, launched in January this year, will form the cornerstone of the future development of the HCPC.

The HCPC will form its strategy in collaboration with stakeholders, listening to their thoughts, experiences and ideas for future regulation.

The strategy will focus on six key areas:

- 1 To promote high quality professional practice
- 2 To continuously improve and innovate
- 3 To develop insight and exert influence
- 4 To be visible, engaged and informed
- 5 To build a resilient, healthy, capable and sustainable organisation
- 6 To promote the value of regulation

Our Corporate Plan 2021-2022, provides further detail about how and when we will deliver on our key priorities in the next two years.

Regulatory reform

This year the HCPC has begun to draw up our position on regulatory reform. We believe the forthcoming reforms to the regulation of health and care professionals, through the Health and Social Care Bill, are an opportunity to determine how the regulatory system can embrace innovation, foster collaboration, improve efficiency and ultimately provide better quality care for service users. The three key elements of the HCPC's position on regulatory reform are:

- Greater collaboration among professional regulators, and between regulators and the rest of the healthcare system, to reduce the siloes that exist. In the last year alone, the Cumberlege and Paterson inquiries, as well as many other reports before them, point to the dangers of siloed regulators.



I have been lucky to work as an occupational therapist throughout the pandemic so far, while working closely with all members of the multi-disciplinary team to try to help with routines on the ward and ensuring optimal patient care during these times.

Working during this time really showed me the importance of a holistic approach to patient care.



7th August 2020
Gillian Reeley,
Occupational Therapist working
for Aberdeen Royal Infirmary,
NHS Grampian



- Recognition of the benefits of the multi-profession model of regulation and a commitment to build on it. The multi-profession model is effective, and proven in building common standards and focusing on outcome measures to support improvements across professions that are increasingly interconnected.
- Efficiency improvements in the regulatory landscape, including the sharing of a range of functions among regulators to improve performance, to enhance shared learning and reduce costs.