

Chief Executive's Report to Council meeting on 5th July 2007 Contents

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Meetings 1st June to 30th June 2007

1. Completed Meetings

Health & Social Care Professionals Council	1 st June
Lord Hunt	5 th June
Professional Regulation Reforms: Implementation Conference	5 th June
Capsticks	11 th June
Baker Tilly	11 th June
Earl Howe	11 th June
British Society of Hearing Aid Audiologists	15 th June
Chief Executives Steering Group	18 th June
Hearing Aid Council	19 th June
Expedia	20 th June
Tuning Validation Conference (OT)	22 nd June
UK Regulators/Scottish Social Care Agencies	27 th June

2. Scheduled Meetings

Society of Radiographers	3 rd July
Dumfries Listening Event	10 th July
Lancaster Listening Event	12 th July
Trust, Assurance & Safety: GMC seminar workshop	16 th July
British Association for Sports Rehabilitators & Trainers	17 th July
GuildHE	30 th August

Approvals and Annual Monitoring – Ms Abigail Creighton

1. Approval visits 2006/07

The following 22 visits took place between 1st May 2007 and 15th June 2007. The 22 visits covered 26 programmes.

Date	Education Provider	Programme	Reason for visit
1 st May 2007	University of Paisley	Non-Medical Prescribing	New Programme
1-2 nd May 2007	Edge Hill University	Dip HE Operating Department Practice	New Profession & Annual Monitoring
3-4 th May 2007	University of Northumbria	BSc (Hons) Applied Biomedical Science	New Programme
8-9 May 2007	University of Northumbria	Dip HE Operating Department Practice BSc (Hons) Physiotherapy MSc Physiotherapy BSc (Hons) Occupational Therapy MSc Occupational Therapy	New Profession Major Change
8-9 th May 2007	Anglia Ruskin University	BSc (Hons) Biomedical Science	New Programme
9 th May 2007	Leeds Metropolitan University	Non-Medical Prescribing	New Programme
9-10 th May 2007	Liverpool John Moores University	BSc (Hons) Applied Biomedical Science	New Programme

15-16 th May 2007	University of Birmingham	BSc (Hons) Physiotherapy	Major Change
16 th May 2007	The Robert Gordon University	Non-Medical Prescribing	New Programme
16-17 th May 2007	University of Teesside	Foundation Degree Paramedic Science	New Programme
17-18 th May 2007	Glasgow Caledonian University	Dip HE Operating Department Practice	New Profession
22-23 rd May 2007	Staffordshire University	Dip HE Operating Department Practice	New Profession
24-25 th May 2007	University of Surrey	Dip HE Operating Department Practice	New Profession
30-31 st May 2007	Brunel University	MSc Occupational Therapy	New Programme
30-31 st May 2007	University of Westminster	BSc (Hons) Applied Biomedical Science	New Programme
1 st June 2007	University of Plymouth	BSc(Hons) Dietetics	Annual Monitoring
5 th June 2007	University of Worcester	Non-Medical Prescribing	New Programme

5-6 th June 2007	Nordoff- Robbins Music Therapy Centre London	MA Community Music Therapy	New Programme
6-7 th June 2007	Thames Valley University	Dip HE Operating Department Practice	New Profession
12-13 th June 2007	Manchester Metropolitan University	BSc (Hons) Speech Pathology & Therapy	Major Change
13-14 th June 2007	Suffolk College	Dip HE Operating Department Practice	New Profession
15 th June 2007	University of Salford	Supplementary Prescribing	New Programme

There are 10 visits remaining in the 2006/07 academic year schedule. There are seven visits in June 2007 and three visits in July 2007.

Between September – December 2006, 20 programmes were visited. 95% of these programmes have been approved. Just one programme is still waiting to meet its conditions.

Between January – April 2007, 55 programmes were visited. 20% of these programmes have been approved. 44 programmes are still in the process of meeting their conditions.

Based on figures to date, the average time for a programme to gain approval (including the meeting of conditions) is three months. This

is taken from the date of the visit to the date that the programme approval is confirmed by an Education and Training Panel. Given the number of visits and submissions outstanding, it is likely that this time will increase to three and a half, or even four months by the end of this year's annual monitoring cycle.

2. Approval visits 2007/08

In May, the Department began the forward planning process for visits in the next academic year. Following the mail out of hardcopies of publications in April, an email has been sent to all current contacts reminding them of the timescales and deadlines. As we require six months notice of a visit and a visit must be no less than three months before the start of the programme, we are currently booking visits from November 2007 – June 2008, for programmes which wish to start in September 2008. Education providers have been reminded that dates for visits will be allocated on a first come first served basis and that we are likely to reach capacity in some months by early autumn.

3. Annual Monitoring

In May, the Department has received 23 annual monitoring submissions (12 declarations and 11 audits).

All of the declaration forms have been processed and considered by an Education and Training Panel. The audit forms were considered at an annual monitoring assessment day on 23rd May.

Since January 2007, the average time for an audit submission to be considered is two and a half months. This is taken from the date it is received in the Department to the date it is considered by an Education and Training Panel. Given the number of submissions

outstanding, it is likely that this time will increase to three months by the end of this year's annual monitoring cycle.

4. Minor and Major Changes

In May, the Department has received nine minor/major change submissions. Since September 2006, the average time for a minor/major change submission to be considered is three months. This is taken from the date it is received in the Department to the date it is considered by an Education and Training Panel.

5. Communication with Stakeholders

Hard copies of the "SETs guidance and approvals: supplementary information" were mailed to education providers and visitors in May 2007.

6. Partners

In May 2007, the Department began the visitor reappointment process in line with the Partner Manager. 110 visitors are subject to the reappointment process, which accounts for nearly 60% of our current visitors. Of these, 23 have chosen to step down as a visitor. The Department has updated the estimated numbers of visitors required for the next two year period and it is likely that overall visitor numbers will decrease as a result of the reappointment process. However, there are certain professions where numbers are already below the required number and so there will be variations across the professions as well as within the professions, as the Department strives to address the educational/clinical balance of visitors.

7. Employees

Unfortunately, two members of the Department resigned in May 2007. George Bolster, (Education Administrator) is due to leave HPC

on 21st June and Chris Hipkins (Education Officer) is due to leave HPC on 22nd June 2007.

Interviews are due to be held in late June 2007 for a new Education Administrator and Education Officer. It is hoped that the new employees will join the Department in early August 2007.

1. Media and Campaigns

Since our last report we have issued four Fitness to Practise press releases on professionals who have been struck off or suspended. We have also issued press releases covering Diane Waller’s OBE and on the consultation on the Standards of Conduct, Performance and Ethics and the guidance for registrants on confidentiality.

The May press coverage has included ten articles on fitness to practise cases in a range of print including the Daily Express, Oldham Evening Chronicle, Central Somerset Gazette and Chester City Chronicle. We have received four pieces of coverage in professional journals including Chiropody Review and Podiatry Now.

In addition to this, the Department continues to respond to a range of press enquiries.

We have appointed a press agency to work with us on a number of media initiatives to increase coverage about the HPC in consumer titles and build relationships with national journalists.

We have appointed an advertising and design agency to support our public information campaigns and planning is well underway on a number of initiatives for this year, particularly engaging registrants, informing referrers and reaching the public through a range of print and web media.

2. Web

‘Phase 2’ of the website is nearing completion. The Web Manager has begun the review of the intranet which is due to be relaunched towards the end of the year. The hpc-uk.org site continues to receive approximately 70,000 hits per month.

3. Public Affairs and Stakeholder Communications

After the White Paper on the future of regulation, the President and Chief Executive are undertaking a programme of meetings with parliamentarians across the three main parties. Meetings have been held with Lord Howe (opposition spokesperson for health in the House of Lords), Lord Alderdice (Liberal Democrat), Baroness Cumberlege (Conservative), Lord Hunt of Kings Heath (Minister of State and Government spokesperson for health). Meetings coming up include Baroness Finlay (cross bench) and Baroness Bottomley (Conservative). The Public Affairs Manager is identifying key parliamentarians with an interest in health and will continue to organise key meetings.

4. Events

Our next set of Listening Events will take place in Dumfries and Lancaster on 10 and 12 July 2007.

We exhibited at the annual Primary Care 2007 conference in Birmingham in May. The stand received a steady stream of visits from registrants and queries ranged from the fees increase to returning to practice issues to CPD. A high volume of CPD and Standards of Proficiency brochures were distributed as well as public facing information. Members of the Communications and Registrations Departments will be attending the College of Occupational Therapists’ annual conference and exhibition in Manchester in June and the Institute of Biomedical Science Congress in September 2007, as well as exhibiting at NHS Employers in October 2007.

Since the last report, the Department has given nine talks across the UK to groups of students and registrants including University of Central England (Birmingham), University of London, Huddersfield

University and Coventry University and in July we will be speaking at the British and Irish Orthoptic Society Annual Scientific Conference

5. Internal Communications

Work has started on the review of the intranet and an online survey has been posted on the intranet for employees to give their views. This will be followed by focus groups.

6. Publications

The Publications Manager is currently undertaking a review of our e-newsletter, HPC In Focus, (covering content and design). A questionnaire was sent out with the latest edition, published on Friday 1st June, and was also made available on the website. Approximately 50 responses have been received to date. The next issue of the newsletter is due to be published on Friday 3rd August.

The Publications Manager continues to manage the publications process for departments, working on the Approvals and Monitoring, Fitness to Practise and Corporate annual reports. The Department has also supported production of the guidance on confidentiality (for consultation) and the consultation document for the standards of conduct, performance and ethics. The Publications Manager has been heavily involved in the design and production of the 'new look' registrant certificates and ID cards.

The refresh of our visual identity guidelines and the in-house production of an updated 'house style' is nearing completion. Preparation for its phased implementation across the organisation is well underway. Over the next few months, the Publications Manager will oversee production of a range of core publications and other

printed materials in line with this refreshed look (which includes an updated HPC logo).

1. General

Since the last meeting, the Finance Department has produced the May management accounts and is currently preparing publication of the June YTD Management Accounts.

2. Supplier payments

At the end of April, at least 99% by value of the £312k Creditor payments (April Aged Creditor Listing) are in the 30 days or less category.

3. Fee adjustments and income receipts handling

We have zero days processing backlog on rejected payments/refunds and seven days backlog on mid-cycle lapsing of registrants. Banking of registrant cheques and credit card reconciliations are up-to-date.

4. Income Collection cycle

Direct debit collections of Registrants' fees (cover at least 83% of renewal fees by value) are done by the Finance Department, with collections made two months in advance. Dietitian collections occurred in May. A further fee collection is scheduled in June for the chiropody profession. Most of the income comprises renewal fees collected.

5. Funds under Management

At 11th June, the Business Reserve account balance was £370k earning an interest rate of 2% per annum. A further £2.9M is invested in the Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 5.5% per annum. NatWest, Barclays and HSBC are active Money Market providers for HPC. The current market value of funds in our investment portfolio is approx £1.85M. We are in

compliance with the Reserves Policy level -approved by the Finance and Resources Committee in November 2005.

6. Fee Change & Mid Cycle Lapsing Projects

The Intermediate Lapsing Project (MP11) is scheduled to start in late June. The Fees Project started on 14th June.

7. Financial System Upgrade Project

Preliminary work has started on this project. Finance Department and IT Department employees attended a SAGE 200 product demonstration at FMI Ltd premises in May. Information about alternative products and business requirements material is being gathered from a range of sources.

8. March 07 Annual Report

Baker Tilly completed their onsite audit in May and the Executive met them in early June to review their audit findings and the back section of the draft Annual Report before submission to the Audit Committee on 26th June. Work is in progress on completing aspects of the Annual Report in accordance with the process timetable.

9. Employee training and employee levels

There is a team of six full-time permanent employees in the Finance Department, including the Director of Finance. Three Finance Department employees are enrolled part-time, after-hours, in professional accountancy qualifications (CIMA, AAT and ACCA) at present. Temporary employees are periodically hired to cover for permanent employees on annual, study or sick-leave and to help clear work backlogs (to maintain agreed service levels).

10. Significant Financial Projects/Issues (next few months)

- Financial System Upgrade project (May – April)
- Update the Income Model (July/Aug)
- Five Year Plan (Aug – Oct)
- LISA Access Rights project (Sept - Feb)
- Progress any outstanding pensions changes. At the time of writing, approx 20% of the Capita scheme members are still in the Capita scheme. There are six nominal members of the Capita scheme (to avoid s75 liability).

11. Facilities Management Report Employees

There are six permanent employees, including the Facilities Manager.

22-26 Stannary St Building Project

Space-planning is in progress for the period before and during 22-26 Stannary Street refit work. The tender process was completed on Monday 11th June and a Project Manager appointed. The expected start date is 23rd July.

Health and Safety Issues

Implementation of Lawrence Webster Forrest Health & Safety1 and Fire Safety policies to be progressed in the next six months.

Procurement

The Executive is putting together a proposal for a six month, fixed-term Procurement Officer post. A paper to note will go to the next Finance and Resources Committee meeting on this.

Fitness to Practise – Ms. Kelly Johnson

1. Decisions

Struck Off

Paul Bennett, biomedical scientist – misused Trust property

Stanley Muscat, radiographer – treatment of patients

Suspended

Shinu Joseph, occupational therapist – inadequate clinical records, inadequate knowledge

Paul Flack, paramedic – failure to complete assessment, failure to recognise duty of care, failure to transport patient with an appropriate clinical assessment

Kes Outhwaite, physiotherapist – failure to provide a specimen for analysis

Mark Sneddon, biomedical scientist – health

Frances Leahy, occupational therapist – health

Paul Johnstone, biomedical scientist – child pornography offences

Conditions of Practice

Brian Beber, physiotherapist – ineffective communication, failure to provide adequate privacy, inadequate record keeping, failure to gain informed consent

Caution

Tamora Heath, biomedical scientist – damaged a probe which led to incorrect results

Robert Atambo, occupational therapist – failure to provide a specimen for analysis and common assault

Shelly Tse, Radiographer – theft of computer from employer

No Further Action

Andrew Wilkinson, physiotherapist – incorrect entry

Sarah Adam, physiotherapist – incorrect entry

Lindsey Peacock, physiotherapist – incorrect entry

Jonathan Whitaker, physiotherapist – incorrect entry

Adam Richardson, physiotherapist – incorrect entry

Alan Peacham, physiotherapist – incorrect entry

Julie Anderton, physiotherapist – incorrect entry

Ruth Stewart, physiotherapist – incorrect entry

Abi Kubiak, physiotherapist – incorrect entry

Sally Lark, physiotherapist – incorrect entry

William Stockdale, physiotherapist – incorrect entry

Phillip Tranter, physiotherapist – incorrect entry

Martin Ogden, physiotherapist – incorrect entry

Adam Naylor, physiotherapist – incorrect entry

Andrew Hosgood, physiotherapist – incorrect entry

Rebecca Hodgkiss, physiotherapist – incorrect entry

Fionnuala Geoghegan, physiotherapist – incorrect entry

Neil Rushton, paramedic – misled Trust regarding the management of sickness procedure by stating a condition that did not have

Not Found

Two cases were not well founded

Part Heard/Adjourned

Three cases were adjourned/part heard

2. Review Hearings

Stephen Bowen, radiographer – struck off

Alexander Machenry, physiotherapist – no further action

Fraymond Mayunga, physiotherapist – suspension continued

3. High Court Appeals

One registrant has appealed the decision to suspend

CHRE have referred one matter to the high court. We are awaiting hearing dates in both matters.

4. Interim Orders

Interim orders have been granted in the following cases:

John Perrot, physiotherapist
Jose Unisan, radiographer
Jennie Andrews, biomedical scientist

The following interim orders have been reviewed:

David Lawton
Christopher Walsh
Karl Tett

5. Investigating Committee

At the end of May there were 221 cases within the remit of the Investigating Committee. 30 Allegations/enquiries were received. 17 cases were considered by Investigating panels

6. Conduct and Competence Committee

At the end of May, there were 119 case within the remit of the Conduct and Competence Committee.

7. Health Committee

At the end of May there were five cases within the remit of the Health Committee

8. Review Hearings

At the end of May there were 74 registrants subject to conditions of practice or suspension orders

10. Hearing Arrangements

Registration Appeals

Four Appeals were received in May. At the end of May there were 48 open registration appeals. Dates have been fixed for 30 appeals.

Health and Character

24 health and character declarations were received in May. At the end of May there were 38 open cases.

Protection of Title

14 complaints about misuse of title were received in May. At the end of May there were 53 open cases

11. Other information

The Department has completed three units of their BTEC in Investigative Practice. Each new employee who joins the team undertakes this BTEC

The Department also undertook training with the organisation 'Witness Against Abuse' on recognising boundary violations.

The following meetings have taken place:

Yorkshire Ambulance Trust

Blake Laphorne

Kingsley Napley

Common Dataset Meeting – CHRE

Review Day – Legal Assessors and Panel Chairs

The Director of Fitness to Practise has also been involved in the reappointments process for partners

12. Resources

Grant Edgeworth joined the Department as our new team administrator on 18th June 2007. Interviews for three case managers took place on 7th and 18th June. There is currently one temporary case manager working in the Department.

We are also looking at the organisation of the Fitness to Practise team and consultation meetings took place on 1st and 4th June 2007

1. Employee Resourcing

Nina Blunck commenced on 16th May 2007 as Public Affairs Manager within the Communications Department.

Following advertising and interviews for two Hearings Officers in the Fitness to Practise Department, Jonathan Dillon and Anaru Smiler commenced on 8th May and 21st May respectively. With the approval of additional Case Managers for this Department in the 2007/2008 budget, three new posts were advertised in May and interviews will be held on 13th and 18th June 2007.

The newly created post of Fitness to Practise Team Administrator was advertised in May and interviews were held on 1st June 2007. A successful external appointment was made and Grant Edgeworth will commence within the next fortnight (at a date yet to be confirmed).

Re-advertising for the Project Co-ordinator vacancy (Operations Department) occurred in May and interviews are scheduled for 4th June 2007. Re-advertising for the Quality Assurance Manager vacancy also took place in May and interviews will be held on 6th June 2007.

Following the resignation of an Education Administrator and an Education Officer, these posts have both been advertised and interviews will be held at the end of June.

Interviews for the remaining Registration Officer vacancies are taking place throughout June.

A three month internal secondment opportunity was advertised in May in the Policy and Standards Department. The Human Resources

Team Administrator, Charlotte Urwin was successful in obtaining this opportunity and will commence the secondment in July.

2. Re-organisations

Time has been spent over the past two months by the Human Resources Department in assisting the Registrations Departments and Fitness to Practise Department in consulting employees about reorganising the management functions in these Departments. It is the hope that reorganising these functions will allow both of these expanding Departments to provide an appropriate level of managerial support and workload management to the employees.

The information about the re-organisations will be presented to Council at the July Council Meeting.

4. Pension Scheme – Employee Relations Issues

A presentation was given on 22nd May 2007 by Mark Fatcher (Pensions Advisor, Barnett Waddingham) to the six “new” employees who commenced with HPC since October 2006 and have been waiting for details of the new pension scheme to be released. This presentation outlined the detail and options for employees under the new Friends Provident scheme.

On other pension related issues, as agreed at the April meeting of the Finance and Resources Committee, six employees have been found who will remain in the Capita pension scheme. The HR Department have spent time on drafting a letter to these employees which outlines their status within this pension scheme, explains the legal issues, and the process to be undertaken should these members ever decide to withdraw from the scheme. This letter was approved by HPC’s employment advisors and Barnett Waddingham.

5. Human Resources Department Training

The Human Resources Department's Director, HR Manager and Partner Manager recently attended the annual JSB Employment Law and Practice Conference and found it very useful. Lawyers gave updates on recent topical cases, including those relating to work and families laws, age discrimination, employment contract disputes, equal pay claims, and disciplinary and grievance procedures.

6. Organisational Training

During the week commencing 28th May 2007, two days of Finance for non-Finance Managers training were held for middle managers and the remaining members of the Executive Management Team who had not previously received training in this area.

1. Employees

No changes

2. General IT Infrastructure

- Full data replication running overnight without issues
- New VPN policy being rolled out to laptop users with options for connecting to HPC offices or DR site from remote locations.

3. Additional planning activities

- IT Strategy being implemented
- IT Work plan being implemented

4. Projects

LISA – current

We are working with OPS and project teams on completing following projects:

- Fee Change project – testing completed ahead of time – rolled out 18th May 2007 – new format renewals despatched
- Renewals project – testing completed, rolled out
- Intermediate lapsing project – testing in progress
- Trust register look-up project – testing in progress
- Authentication and online contact management – testing in progress

LISA – future 2007-8

Meetings held with Digital Steps to determine ways of delivering requirements for these projects.

- CPD two year project, first segment determine level of integration for first stage of project.
- Professional Qualifications Directive requirements gathering in detail – legislation not yet finalised.
- LISA Access Rights – restricting functions to Finance Department awaiting more detail

- LISA changes to facilitate new professions acquisition by HPC IT rather than Digital Steps.

Additional internal database project to track EEA clinical psychologist applicants as HPC becomes the UK competent authority.

Finance Systems

The existing Sage support company has prescribed an upgrade to move to a windows SQL server based system.

Sarbanes – Oxley in US now requires Purchase Orders to be “type written” as opposed to “hand written” for our US based suppliers.

Business Continuity & Security

We are currently carrying out penetration testing with the National Computing Centre, to examine the strength of our externally facing defences. We are also evaluating internal intrusion detection technologies.

Internal auditors are evaluating the disaster recovery plan. The IT department is evaluating BS 25999-1:2006 as a model for business continuity at HPC

5. Environmental Issues – IT related

The Waste Electrical and Electronic Equipment regulations are due to come into effect in July 2007. Suppliers will now be responsible for disposing of their products at the end of the useful life of the item.

6. Information Services

We are holding meetings with all departments on document control, the HPC classification scheme and their file storage requirements, before our re-launch of the document control scheme.

We are evaluating and reviewing our current archiving arrangements, and looking into possible new high security (MOD approved) archiving/storage suppliers.

1. Prosthetist and Orthotist Recruitment

A number of vacancies have arisen for prosthetist and orthotist visitors. Initial recruitment was through ring-fenced recruitment of HPC's current prosthetist and orthotist Partners. From my initial enquiries of the ring-fenced recruitment, only three Partners were eligible to apply for this role.

However, in the end only two Partners applied for these roles, because the third Partner was unable to do so, due to a heavy workload.

All applicants were given the chance to apply for this post through a paper-based exercise, which is very similar to the reappointments process. Both applicants were appointed to these posts and Council ratified this decision through the virtual sign off process. Training has taken place for one of the appointed visitors on the 15th June 2007. It is expected that the additional Partners will be trained in the near future. The additional vacancies will be recruited for in the next few months.

2. CPD Assessors Pilot

In order for the HPC to try to ascertain how many CPD assessors we are likely to require and how much time it will take for one CPD assessment to complete, the HPC is conducting a pilot stage. This pilot testing is been done with Mark Potter, the Customer Service Manager.

All registration assessors were written to in May 2007 asking them if they would be interested in volunteering for a CPD Pilot. The registration assessors were asked if they wished either to submit a profile for assessment or attend the assessment day which will be

held on the 27th June 2007. We received a high response of a total of eighty people who wished to volunteer for the pilot.

A total of twenty registration assessors were selected for the pilot. This would involve ten volunteers sending in sample profiles and a further ten volunteers to assess these submitted profiles on the 27th June 2007. At present, I am waiting for the sample profiles to be submitted so that these can be assessed on the day.

Furthermore, over the coming months I will be working with the Customer Service Manager to design and develop the CPD Role Brief.

3. Partner Expenses Claim Policy

An all Partner electronic mail with the updated Partner Expenses Claim Policy was sent to Partners before its enforcement date of the 1st June 2007. The enforcement of this policy will be monitored to ensure that the policy is working for its intended purpose.

4. Training

Training has taken place for the Panel chairs and legal assessors. This training took place on the 5th June 2007. The overall day consisted of an update from the Partner Manager, the Director of Fitness to Practise and Jonathan Bracken HPC's Parliamentary Advisor. The whole day was very positive and a thorough analysis will be carried out of the training evaluation forms.

1. Meetings undertaken:

- CHRE Sexual Boundaries Working Group, 31st May
- Defence Medical Education and Training Agency, 4th June
- Skills for Health, 5th June
- CPD Presentation to BUPA, 7th June
- Simply Health, 8th June
- British Society of Hearing Aid Audiologists, 15th June
- Allied Health Professions Education Leads, 18th June
- Healthcare Commission, 19th June
- Society and College of Radiographers, 20th June
- British Society of Electrophysiologists, 26th June
- Institute of Medical Decontamination, 26th June
- CPD Presentation, The National Star Centre for Disabled Youth, 28th June
- AXA, 2nd July
- CHRE Boundaries Project, 4th July

2. White Paper on future of regulation of health professions

Further to the implementation meeting of 5th June, work is being undertaken to prepare for the various Section 60 Orders that will implement the changes.

In particular, the suggestion that a professional liaison group should be set up to consider continuing fitness to practise is the subject of a paper to this Council.

3. Standards

SETs review

A Professional Liaison Group to review the Standards of Education and Training is in the process of being established. The first meeting of this group is intended to be in Autumn 2007.

Review of the Standards of Proficiency

The Council agreed the results of the consultation on the revised Standards of Proficiency at its meeting in May. The Department is now working with the Communications Department to get the new standards laid out, and will then work with other departments, including International Registration, Approvals & Monitoring and Fitness to Practise, towards the implementation date of the new standards in November.

Review of the Standards of Conduct, Performance and Ethics

The review of the Standards of Conduct, Performance and Ethics has been completed, and is currently the subject of a consultation, which will run until 7th September 2007.

Other standards work

A consultation is currently simultaneously being run with the SCPE consultation (above) to gain feedback on the Council's draft guidance on confidentiality.

4. European Union

The Department continues to work with colleagues in the Operations Directorate on the implementation of the Professional Qualifications Directive, particularly arrangements for temporary registration. Update papers have been considered by the Council and by the Education and Training Committee.

5. Education complaints process

The Education and Training Committee at its last meeting agreed to do more work to establish a transparent process for dealing with information received about approved programmes which might call in to question their ongoing ability to meet our standards. The Department will be working with the Approvals & Monitoring

Department to draft further information about how the process could work, and this will be presented to the Committee in September.

6. New professions

The Education and Training Committee has agreed to establish a professional liaison group to draft the Standards of Proficiency for psychologists.

The application form and guidance notes for potential new professions are being updated to reflect the decisions taken at the last Council meeting, following consultation.

7. Partners

Following a recommendation in the White Paper on the future of regulation, the Education and Training Committee has recommended to Council that Council members, alternates and committee members should no longer carry out the role of visitors, or registration assessors, other than in exceptional circumstances. (A paper with the recommendation on registration assessors forms part of the agenda of this meeting). In line with earlier, similar decisions on Panel Members, it is intended that this decision should separate the strategic, policy-making function of the Council and its committees from the operational role of the Partners.

8. Resources

Charlotte Urwin joined the Department on a three month secondment as Policy Officer on 28th June. Charlotte has been working for the Health Professions Council for just over a year in the Human Resources Department.

9. Continuing Professional Development

The Department continues to work on the outstanding sample profiles and to ensure that all parties are kept informed on developments.

Registration Departments – Mr Richard Houghton

1. Operational Performance

a) Telephone Calls

i) UK Department – During the period from the 1st May 2007 to 31st May 2007 the team received a total of 5,808 telephone calls, 96% of which were answered. This is a 12% improvement on the same period last year. The team has again continued to improve the ‘time to answer’ (TTA) all calls, with the average TTA improving from 96 seconds for the same period last year to 30 seconds this year.

ii) International Department – During the period from the 1st May 2007 to 31st May 2007 the team received a total of 1,764 telephone calls, 95% of calls were answered. This is an 8% improvement on the same period last year. The average TTA improved from 18 seconds for the same period last year to 10 seconds this year.

b) Application Processing

i) UK Department – A total of 312 new applications were received during this period and 303 individuals were registered. Applications took on average three working days to process.

Applications for readmission were taking an average of three working days to process.

ii) International Department – A total of 237 new international applications were received in this period and 234 individuals were registered.

c) Emails

i) UK Department – The team is receiving approximately 20/30 emails per day and is managing to respond to these within a couple of hours in most cases.

ii) International Department – The team is receiving approximately 30/40 emails per day and is responding to these within 24 hours of receipt.

d) Registration Renewal

There was no renewal activity during this period.

2. Employee Resource

Both teams are currently operating within their budgeted headcount with operational effectiveness improving.

Six new team members were recruited on a temporary basis in preparation for the orthoptists and paramedic renewals that began in June. We are currently recruiting for Registration Officer positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

Throughout the period up to four Registration Officers have been involved, daily, with the system testing for the proposed amended renewal forms, the system changes to support the fee rise and online authentication.

1. Induction of New Members

An induction for the newly appointed and elected registrant members of Council was held on 18th June 2007.

A training session which covers the Health Professions Order will be offered to all members of Council and relevant HPC employees, who have not already attended a session, in the autumn.

2. New Calendar

The mini calendar of Council and committee meeting dates for 2007/8 will be available shortly. All Council members and HPC employees will be provided with a copy. Further copies are available from the Secretariat on request.

3. Council and non-Council Committee Members Performance Review

The President is completing the current round of members’ performance review. A paper which includes feedback from the reviews has been prepared by the Secretariat and has been included on the Council agenda for the current meeting.

4. October Awayday

Details of the venue and location for the annual Council awayday will be sent out over the summer.

5. Annual Meeting

The annual meeting will be held on 11th September 2007. Invitations will be sent out over the summer.

6. External Meetings

Members of the Secretariat attended the following external meetings:

Meetings

Meeting with representatives from the Health and Social Care Professionals Council – Ireland

Conferences

Risk Management – Institute of Risk Management

Ask the Professionals – Institute of Chartered Secretaries

Training

Communications Training

Equality and Diversity Training