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## Year in highlights report

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### Executive Summary

We have worked closely with Luther Pendragon (LP) to develop the year in highlights web document in line with the Committee's decision at the June 2020 meeting. This showcases our work over the year and provides statistical information about our regulatory functions and public protection responsibilities. Colleagues at LP have interviewed Heads of Department and drafted the attached content for consideration. They have also provided a designed excerpt which illustrates how the final document will look. We will use this to engage our various stakeholder audiences, including dissemination to key stakeholders with the offer of a briefing meeting and inclusion in the newsletters for registrants, employers, partners and education providers.

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Previous consideration	The Audit Committee considered and agreed this approach at their meeting in June 2020.
Decision	The Audit Committee is being asked to discuss this paper, and provide feedback on the content of the year in highlights.
Next steps	The year in highlights will be presented to the Council at their meeting on 24 September 2020.
Strategic priority	Strategic priority 2: ensure our communication and engagement activities are proactive, effective and informed by the views and expectations of our stakeholders
Risk	Strategic risk 3: failure to be a trusted regulator and meet stakeholder expectations
Financial and resource implications	The cost of production of the year in highlights has been allocated and met through the communications budget.
Author	Jacqueline Ladds, Executive Director of Policy & External Relations

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## Year in highlights

### Foreword [Box out]

For HCPC this had been a fundamental year of change and adaptation, from registration to recruitment, financial forecasts to our Fitness to Practice (FtP) approach, and of course our response to Covid-19. This has been a successful year for HCPC with many projects for change and improvement already implemented or underway. We are proud of the huge strides forward we have taken, and the immense effort from everyone involved.

Whilst the Council have undergone a period of transition, we have maintained our core focus to uphold professionalism and standards amongst our professions and to protect the public. We have continued to deliver efficiency and value for our registrants and the public, and to engage and collaborate with all our stakeholders in a responsive and compassionate way. Through the intelligent application of data we have begun to transform and improve our way of working. As an organisation we are looking forward, after this extraordinary year, to advance on this path of change and progression and to achieve our aim of becoming the UK's foremost healthcare multi-profession regulator.

### About HCPC

The Health and Care Professions Council is a statutory regulator of 15 health and care professions in the United Kingdom. Our primary aim is to protect the public. We do this by setting standards for professionals' education and training, and practice; keeping a register of professionals, known as 'registrants', who meet our standards; and taking action if those on our Register do not meet our standards.

Our work is underpinned by our core values: transparency, collaboration and responsiveness, and a commitment to offering value for money and a high-quality service to our stakeholders.

### A Year of Transition

*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 healthcare professionals.*

- Total number of registrants - **281,467**
- New registrants - **20,950** [highlight figures in a graphic/boxout and place next to pie chart of breakdown below]

Breakdown by profession [To be put into a pie chart. Note: don't include social workers]

	19/20 FYE
Arts therapists	4,784
Bio. scientists	23,064
Chirops/ pods	13,039
CI scientists	6,344
Dietitians	10,207
Hearing aid disps	3,338
OTs	40,062
ODPs	14,421
Orthoptists	1,489
Paramedics	29,139
Physiotherapists	58,133
Pract psychs	24,783
Prosth/orthotists	1,090
Radiographers	35,002
Social workers	0
SLTs	16,572

Registration appeals received **54** - decrease of 30% compared with last year [highlight in graphic/boxout]

We successfully transferred the registration and regulation of over **90,000** social workers to Social Work England

In March 2020 we appointed John Barwick as **permanent Chief Executive and Registrar**

Our **Change Plan** was initiated, fast-tracking improvements to the way we work

## Focus on Professionalism and Standards

*HCPC works with the professions and other stakeholders to set and reach the highest standards, providing healthcare that the public can access safely and with confidence.*

### Education

- Total approved programmes – **913**
- New programmes approved this year - **15**
- New apprenticeship routes in England– **45**  
[These figures to be highlighted in a graphic/boxout]

We approved **two training programmes** for podiatric surgery and opened the **podiatric surgery annotation**.

**Three working group** meetings were held this year to review the approach to **quality assurance** of education and training programmes.

### Fitness to Practise

*Registrants must have the skills, knowledge, character and health to practise their profession safely and effectively. Utilising the HCPC Threshold Policy, we investigate, on a case by case basis, any issues that raise a fitness to practise concern.*

- Total number of cases closed: **1933**
- Total cases closed before an Investigating Committee Panel (ICP): **909**
- Total cases closed by the ICP: **488**
- Total cases closed at a review hearing: **198**
- Total cases concluded at a final hearing: **338** [Figures in a pie chart]

An audit conducted in the summer of 2019 showed that the **FtP case to answer rate** has dropped by **58%**, as a result of our new Threshold Policy.

An initial review also showed the median age to the consideration of receipt of cases is **8 weeks**, 4 weeks under the allowance.

## PSA standards

We are still to achieve **6 of the 18 PSA Standards of Good Regulation** although the regulator recognised the work HCPC has undertaken to achieve them.

We have put in place a **performance improvement action plan**, and an **internal working group** to evidence the good practice already in place and identify areas for improvement.

## Professional practice

We carried out a **Standards of proficiency review** and identified 5 key themes to focus on:

1. The role of equality, diversity and inclusion in the standards;
2. The central role of the service-user, including the importance of informed-consent and effective communication.
3. The importance of maintaining fitness to practise, with consideration for mental health.
4. To keep up to date with digital skills and new technologies.
5. The role and importance of leadership.

We also carried out an **Equality, Diversity and Inclusion Impact Assessment** and have proposed changes to our standards to emphasise these aspects.

- We held **3** Continual Professional Development workshops which were attended by **352** attendees and **51** live stream viewers.
- Our CPD workshop on YouTube received **486** views. [highlight figures in graphic/boxout]

## **Building engagement and collaboration**

*HCPC communicates regularly with its stakeholders including registrants, employees, partners, education providers and public bodies; to drive engagement and gather their input and ideas to build and improve our service.*

## Content published

- Blogs: **13**
- Registrant update articles: **28**
- HCPC news items: **33** [highlight figures with graphic/boxout]

Registration logo downloads: **3,085** [infographic]

## Events

- Events held: **8** [boxout]
  - Primary Care and Public Health 2019 conference, 3 CPD workshops, 2 MyStandards workshops, 1 CPD webinar, 1 Supporting those returning to practice event
- Representation at external events: **7** [boxout]
  - Including: MyStandards workshop and presentation, Allied Health Standards Professionals presentation and preparing for an HCPC audit event

## Newsletters and updates

We delivered **2,473,686** emails to our stakeholders

- Registrant newsletter 'In Focus': **7**
- HCPC employee newsletter 'Park Life': **10**
- Updates to Education providers: **8**
- Updates to HCPC Partners: **11** [figures in graphic/boxout]

## **Delivering Responsive and Compassionate Regulation**

*The HCPC is moving to an upstream regulatory approach. This allows us identify and address issues before they arise, reducing the requirement for FtP hearings. We also strive to create an inclusive and caring environment for our employees.*

We introduced a new approach to **FtP** as part of our Change Plan: a focus on **prevention** through intelligence gathering to prevent harm before it happens and subsequently reduce the need for hearings, which can be stressful for participants.

For employees, we invested in building a network of **well-being advisors** and developing **wellbeing initiatives** from employee generated ideas. We also championed **14** employees to be trained as **Mental Health First aiders**.

We started work on an **EDI action plan** and initiatives, which include developing a strategy and for a for engagement with registrants and employees. These will be defined and implemented next year.

Informed by research, we have also begun to develop a **registrant wellbeing strategy**. This will be defined and implemented in the next year

## **Applying an intelligent data driven approach**

*A focus on data to inform and shape the organisation for the future, making our processes agile, improving stakeholder and experience and helping to prevent harm rather than waiting for it to happen.*

We appointed a new **Director of Digital Transformatoin**.

We created a new '**Employee Sickness Indicator**' to take into account levels of wellbeing amongst employees.

## Fitness to Practice

**FtP case classification data** has been collected and analysed, to predict resources required and sustain case 'flow'.

We began the development of our new **FtP Case Management System** which will support our aim to deliver a significant reduction in the backlog and improvements in the quality of case resolution.

## Registration transformation and improvement project

**Phase 1** of the project has been completed, which has significantly **increased efficiency**, improved **user experience** and **reduced environmental impact**.

- Electronic payment system now in place
- CPD audit system now entirely online

## Digital transformation

We plan to create an **optimised digital technology organisational structure**.

This will align to an agile approach, address gaps in capability and iron out hierarchical anomalies; as well as enable quick wins to support more flexible working.

## **Delivering Efficiency and Value**

*HCPC continues its work to review and evaluate our financial policies and processes to deliver the best value for all stakeholders and the public purse.*

After consultation with stakeholders, an initial proposed fee increase per registrant of **£16** was reduced to **£8.12**. Given the current circumstances regarding Covid-19, the increase has not yet been implemented.

The current **financial system** will be **upgraded next year**.

- New functionalities such as expense application and improved reporting functions will be explored to reduce the amount of manual processes, improve transparency and increase control on departmental costs.

## Financial Baseline review

Following a review by PwC, the recommendations with regards to the **budgeting process** and **structuring** of the **Finance Team** are being implemented.

- Budgets will be reviewed and updated on a quarterly basis to allow timely reflection of any change.
- The newly created **Financial Planning & Analysis (FP&A)** team will use newly designed forecasting models for income and costs that are more fit for purpose.

## Financial statistics and commentary

*We have set out our expenditure by department for the financial year 2019-2020 below. Please refer to our annual reports and accounts for more detail.*

<b>Expenditure by department</b>	<b>2019–20</b>
	<b>£000</b>
Education	740
Registration	3,451

Fitness to practise	15,936
Communications	611
Policy and standards	263
Information technology	2,484
Major projects	1,906
Office services, including premises	2,457
Other department costs (for example, HR and Governance)	4,541
Depreciation	597
PSA levy	902
<b>Total operating expenditure</b>	<b>33,888</b>

Top level Budget [pie chart of expenditure] with total expenditure expressed as standalone number.

## Response to Covid-19

*In March 2020 Covid-19 brought difficult and unique challenges to HCPC, but we responded rapidly to support the NHS and the public through our temporary register(s); to provide information and guidance to our registrants; and to support our employees adapting to this unprecedented situation.*

### Supporting the public

Our temporary register(s) enabled over **25,000 former registrants and final year students** to assist the NHS if they wished to do so.

### Supporting registrants

**Nine information sheets** were published on the website, to inform registrants how to apply Standards of conduct, performance and ethics during the pandemic.

We showed support through our online Covid-19 advice hub, a social media wellbeing campaign '#HCPCWellbeingTips', video content, sharing registrants' Covid-19 stories, and a statement in response to those HCPC registrants who sadly lost their lives to Covid-19.

### Supporting employees

We carried out a Work from Home survey, and **124 participants** provided mainly positive feedback.

**Zero** staff have been furloughed.

As a result of Covid-19, we will be rethinking our approach to home working and the use of virtual technology to embed an agile and flexible working culture, reduce our environmental impact and reduce costs.

## Into the Future – The next five years [Boxout]

*We are nearing the completion of our Change Plan and we are ready to look to the future with our 2021-2026 Corporate Strategy. The Corporate Strategy will form the corner stone of future HCPC development and will ensure internal and external stakeholders understand our vision and purpose and how we will achieve this. This will focus on six key areas:*

- ***Continuously improve and innovate***
- ***Promote and role model high quality professional practice***
- ***Develop insight and exert influence***
- ***Be visible, engaged and informed***
- ***Building a resilient, healthy, capable and sustainable organisation***
- ***Providing best possible value***

*Which we believe will enable us to achieve our vision of becoming UK's foremost healthcare multi-profession regulator.*

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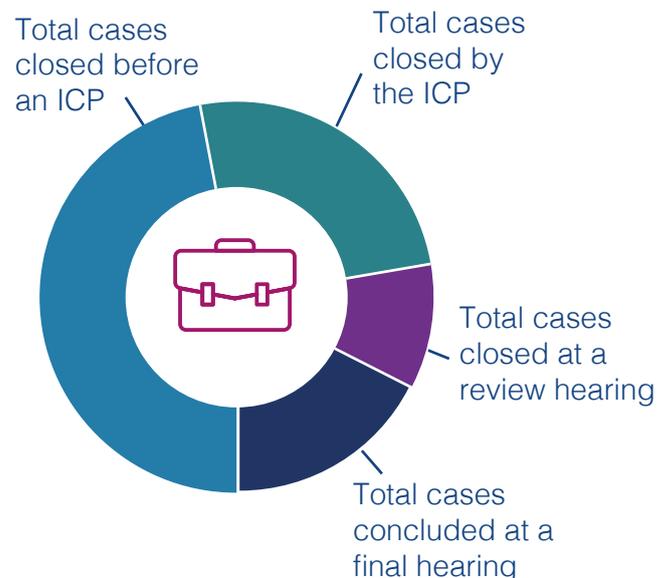
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1933

Total number of cases closed



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