

Chief Executive's Report for March and April 2006 Contents

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Meetings 2006

1. Completed Meetings

1st March to 30th April 2006

Dr Bloom	3 March
British Paramedic Association and Department of Health	6 March
Health and Social Services Department, Guernsey	10 March
Council member visit (Pat McFadden)	17 March
CHRE	20 March
NHS Employers	22 March
Department of Health, Leeds	24 March
Bichard Scheme seminar	27 March
Registrars of Health Regulatory Bodies	28 March
UK Council for Psychotherapy	30 March
Karen Murphy, ACT Health/ACOPRA	12 April
CHRE Sanctions Working Group	24 April
Human Resources in the NHS Conference	25 April
NHS Appointments Commission	26 April

2. Scheduled Meetings

Skills for Health	2 May
‘The Regulation of Healthcare Professionals in Ireland’ conference	3 May
Council member visit (Doug Proctor)	5 May
Northern Ireland visit	22-23 May
CHRE meeting with Chief Executives	8 June
Sports Massage Association	12 June
National Association of Phlebotomists	12 June
‘Better Learning for Better Health’ QAA conference	27 June

Approvals and Annual Monitoring – Ms. Abigail Creighton

1. Approvals Visits

Education Provider	Title of Programme	Visit Date
University of Derby	MA Music Therapy	1/2 March
Anglia Ruskin University	MA Music Therapy	14/15 March
De Montfort University	BSc (Hons) Speech and Language Therapy	15/16 March
University of Newcastle upon Tyne	BSc (Hons) Speech & Language Sciences MSc Language Pathology	21/22 March
University of the West of England, Bristol	Supplementary Prescribing	23 March
Manchester Metropolitan University	Supplementary Prescribing	28 March
Bournemouth University	Supplementary Prescribing	04 April
University of Huddersfield	Supplementary Prescribing	04 April
University of Northampton	Dip HE Paramedic Science	4-5 April
Sheffield Hallam University	Supplementary Prescribing	06 April
Queen Margaret University College, Edinburgh	PG Diploma Radiotherapy & Oncology	12/13 April
Coventry University	Dip HE ODP	20/21 April
University of Essex	MSc Speech and Language Therapy	21 April
University of Lincoln	BSc (Hons) Biomedical Sciences	25/26 April

Royal Welsh College of Music & Drama, University of Wales	MA Music Therapy	25/26 April
University of Central Lancashire	Supplementary Prescribing	27 April
Napier University, Edinburgh	BSc (Hons) Biomedical Sciences	27/28 April
King's College London, University of London	BSc (Hons) Physiotherapy	2/3 May
University of Southampton	BSc (Hons) Physiotherapy/ BSc (Hons) Occupational Therapy	3/4 May
University of Hertfordshire	BSc (Hons) Dietetics	4/5 May
University of Sunderland	BSc (Hons) Biomedical Sciences	9/10 May
Edge Hill College of Higher Education	Supplementary Prescribing	11 May
Oxford Brookes University	Supplementary Prescribing	11 May

There are a total of 15 approval visits planned between 11th May and 13th July 2006; all of which have had their visitors and members of the Executive assigned. The schedule is now at capacity and there is insufficient time to organise and conduct visits for any further programmes starting in September and/or October 2006.

The Department has received notification of the postponement and/or cancellation of 15 approval visits by educational providers over the last few months. The main reasons given include: ODP programmes choosing to defer their visits awaiting the release of the Association of ODP curriculum guidance (this is in line with the decision agreed at the Approvals Committee on 22nd November 2005); illness of key programme team members; additional time required to prepare programme documentation & education provider's decision to delay the start of the new programme until September 2007.

Upon receipt of requests for postponement and/or cancellation, the Department has worked with education providers to highlight the implications of their decision (ie it is unlikely that an approval visit will be rescheduled & complete for a September start) and to secure new dates. On average, the notification of postponements/cancellations is received less than 2 months before the visit, which does not allow sufficient time for the slots to be reallocated to other approval visits.

A number of visits have already been planned for the 2006/07 academic year. The Department intends to contact specific education providers where they are aware that a visit is required (eg deferred visits to ODP programmes, deferred programmes from the 2005/06 schedule) as well as all education providers to remind them of the timescales involved in the approvals process, which may be relevant to any programmes they are planning to start in September 2007. It is anticipated that a number of visits will arise from the new annual monitoring and major/minor change processes.

2. Annual Monitoring

Hard copies of the new annual monitoring flowchart and supplementary information were distributed to all education providers and published on the HPC website in March. The deadline for this year's submission of annual monitoring returns was 31st March 2006 and the Department has received and logged the majority of submissions to date. Five assessment days have been planned in May & June 2006, each with approximately 15 visitors. Recommendations from these assessment

days will be considered at the Approvals Panel on 8th June 2006. Late submissions from education providers will be considered by correspondence and recommendations considered at the Approvals Panel on 4th July 2006 & 3rd August 2006.

3. Major and Minor Changes

Hard copies of the new major and minor change flowchart and supplementary information were distributed to all education providers and published on the HPC website in March. The Department has received a small number of submissions from this new process to date.

4. Employees

Two new Education Administrators (Tim Bryant & George Bolster) started in mid March and a new Education Officer (Mandy Hargood) started in early April. A replacement Education Officer for Ed Crowe is due to be advertised in May.

5. Stakeholder Relationships

The Department has held preliminary meetings with members from the biomedical science and paramedic professions recently to discuss future approval visits for programmes in their profession. A similar meeting with members from the clinical scientist profession is planned.

1. Strategy and workplan

The Communications strategy and workplan are on the Council agenda for the Council’s consideration and approval.

2. Events

HPC will have a stand at the HR in the NHS conference, held in Birmingham from the 25th – 27th April. Employees from the Communications and Fitness to Practise Departments will attend the conference.

Listening events will be held in Scotland and Northern Ireland in June.

3. Publicity

The HPC will launch an advert ‘e-kit’ that will be available to registrants on the HPC website. Registrants will be able to download the HPC check logo and guidance on how and when to use the logo. Market research will take place in Birmingham with members of the public before the kit is launched at the end of May.

In April, the HPC mailed posters to 2,500 hospitals aimed at health professionals and the public to raise our profile to registrants and members of the public.

4. Media relations

The next piece of planned public relations will be surrounding the Foster and Donaldson Reports when they are published.

5. Website

The Council extranet was launched on 23rd March. Council members should now have private log-in details. All members of the Executive Management Team will be encouraged to update the site. Council members can feed their comments back via Tony Glazier.

6. Customer service

The customer service function no longer sits within the Communications Department, the position now sits within the Operations Function.

7. Electronic Newsletter/Publications

The fourth edition of the electronic newsletter was published in early April. There are currently 1,500 people signed up to receive the newsletter, this number is expected to rise sharply following the special edition sent to all registrants that will accompany the CPD brochure in early May.

8. Stakeholder Management

Tamsin Leigh has recently joined the Communications Department as Stakeholder Manager.

9. Employees

The Department is currently recruiting for the following roles: Director of Communications, Communications Officer and Team Administrator.

1. Corporate Services

Corporate Services covers Information Technology, and Information Services.

2. Information & IT Employees

The IT department is recruiting for an IT Support Analyst to assist with the day to day maintenance of the infrastructure, and basic support issues. Short listing to take place 13th April, and interviews 18th April. There are no other changes.

General IT Infrastructure – The IT team have selected a new anti- virus product we use on the desktop and servers throughout HPC.

Preparation work is commencing for the rationalisation of servers, to make their support more manageable.

Projects

The ICR solution is working well. A speed enhancement has been developed and will be loaded when the physiotherapists profession has been renewed.

BACS-IP & AUDDIS

Resolution of testing issues is taking place. However, the requirements for outgoing messages from the system have been refined and further work is required.

We are awaiting resources at Digital steps to complete this project.

APU (Fitness to Practise tracking system).

Data has been migrated from the old Access system, and the database is being used in the live environment.

It is usual for minor adjustments to functionality to be requested over the first few months, and this will be scheduled in for modifications in late June.

Abigail Creighton is writing documentation for the new *SELMA* Approvals and Annual Monitoring solution. In the meantime the existing solution has been enhanced with new functionality to cover the next few months. Initial requirements have been captured but full detail of all processes is not yet known.

On-line Applications nearing completion
Authentication of Users. (Abraham). Project. In progress.

3. Document Control – FOI & DPA

There is some public confusion as to what is available under the Freedom of Information Act as opposed to the Data Protection Act. Some are asking for confidential information concerning fitness to practise cases. These are refused.

4. Business Continuity & Security

The business continuity/disaster recovery (BC/DR) plan is being updated and further scenarios will be tested on paper over the next few months, then fed back into the master plan. Copies of the BC/DR plan are held by HPC EMT, Department Managers and committee chairmen. Circulation is restricted as practicable due to the confidential information contained within the plan. A copy of the basic plan will be put on the Council Members area of the website.

5. Applied Psychologists New Profession

There is no information on a start date yet. This may be influenced by the Foster Review.

A further data extract will be provided to the Electoral Reform Services before the mailing of the ballot. This will update the ERS with the latest changes of address for those registrants eligible to vote.

Predicted IT projects for 2006/7 are in the process of being prioritised with the Operations Directorate. This is to ensure that delivery of new functionality, user training and roll out to the production environment can be timed between renewal processing peaks and new UK applications peaks.

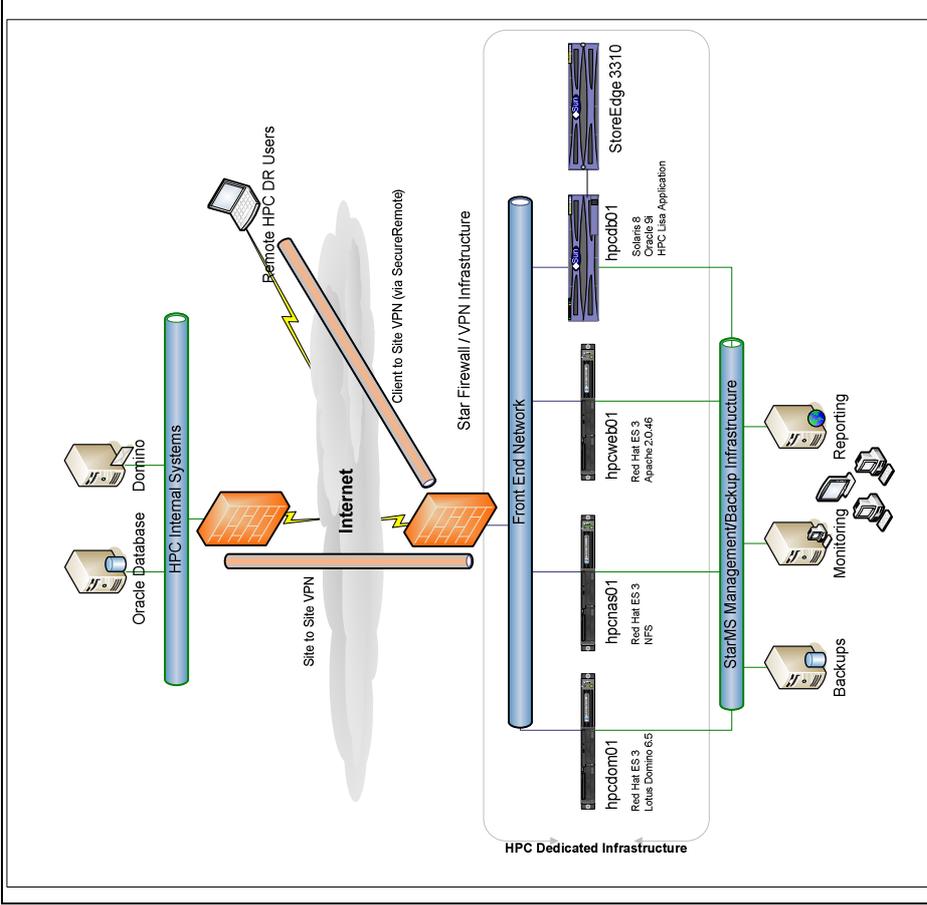
Approximate sequence for major development is as follows;

1. Supplementary prescribing
2. Return to practice modifications
3. Intermediate lapsing
4. Generic bulk letter handling
5. Registration fee calculator
6. Returned mail flag
7. Trust employee status tracking
8. Ethnicity & diversity
9. On-line Register improvements
10. CPD audit tracking

6. Information Services

Tom Berrie has been analysing the existing paper archives, and the existing archiving solutions used across the organization with the aim of rationalizing the scanning and archiving processes.

Off site scanning of application data will be automatically linked to the appropriate LISA application or registration record, and the paper redirected straight to the archive as the processing progresses. This solution is a combined effort between Mark Potter and the IT team for UK Registrations.



Additional data replication of non LISA and Notes files to Star Services in Gloucester is being evaluated. This will allow us to leave back up tapes within the HPC building or at the offsite storage facility. The web server www.hpc-uk.org is being moved from London to Gloucestershire in the near future. Existing infrastructure is illustrated.

1. General

Since the last meeting, the Finance Department has produced the February YTD Management Accounts and is preparing publication of the March YTD monthly accounts.

2. March 2005 Year End

Final accounts are now signed by the President and Chief Executive/Accounting Officer and have been forwarded to both sets of auditors (Baker Tilly and the National Audit Office) for signing, forwarding to the Privy Council and tabling before Parliament. The March 2005 accounts included PAYE/NI provisions, fraud costs of £120k and audit fees of £36k. Any potential recoveries of fraud-related costs from our ex-auditors are still under negotiation with their lawyers.

3. Supplier payments

At 28th February, at least 99% by value of the Accounts Payable (authorised suppliers) are in the 30 days or less category in the Aged Creditors Listing. The payment date schedule is posted on the HPC intranet (for the next 12 months) and payment runs are run approx every two weeks to ensure prompt invoice processing.

4. Fee adjustments and income receipts handling

At the time of writing (13th April), there is a backlog in registrant direct debit cancellations and amendments of about one processing day. We have about nil days processing backlog on rejected payments/refunds and one day backlog on mid-cycle lapsing of Registrants. Banking of registrant cheques is up-to-date, while credit-card reconciliations are about half a day behind.

5. Income Collection cycle

Direct debit collections of registrants' fees (cover more than 80% of renewal fees by value) are done by the Finance Department, with collections made two months in advance. Ph and OT collections occurred. Most of the income comprises renewal fees collected.

in March. Further fee collections scheduled in April are for the BS and AS professions.

6. Insurance and Risk Management

A ten percent reduction in the overall insurance premium was recently provided by the existing insurance broker, for insurance coverage for the year commencing 1st April. The Risk Assessment Register was approved by the Audit Committee in March.

7. Funds under Management

At 13th April, the Business Reserve account balance was £1.5M, earning an interest rate of approx 2% per annum. A further £3.2M is invested in the Money Market on a rolling fortnightly basis, earning 4.4% per annum. There are no bank loans outstanding. Approx £1.5M is also invested with Carr Sheppards Crosthwaite, professional fund managers in a fund portfolio. We are in compliance with the Reserves Policy level Committee (approved in November 2005).

8. Employee Training

Three Finance staff are enrolled in part-time, after hours CIMA courses (professional accountancy qualification) at present. Staff also attend Tax and Payroll update courses as required.

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

- Publication of the 31st March 2005 accounts in the Annual Report and preparation for the 2005/06 Financial Year End.
- Implementation of various Employment tax changes (contracts and payment) - refer separate paper.
- De-registration of 22-26 Stannary St for VAT purposes.
- Obtaining Council and Parliamentary approval to raise the International Scrutiny Fee to £350 per application from 1st January 2007.
- Avoid a significant backlog of Registrant payment rejections, balance adjustments and midcycle lapses building up.

- Action outstanding insurance issues, including fleet-risk assessment (vehicle drivers).
- Update the financial procedures manual, reconcile SAGE suppliers to authorised supplier list and encourage greater role cross-training within the Department, to minimise person risk.

10. Employee Issues

There is a team of five full-time employees in the department. Person-cover risk is an ongoing issue while financial procedure documentation is outdated. Temporary staff are periodically hired to cover for permanent staff on leave and to help clear work backlogs (to maintain service levels). The Management Accountant has resigned and will be leaving HPC in mid May.

11. Other

- Residual AUDDIS testing is still occurring, at the time of writing.

12. Office Services Report

Staffing

The temporary Office Manager, Stephen Hall is in post for at least a two month period, replacing Deborah Farley. The search for someone to fill the permanent role has begun and will be advertised externally as well as internally. The Office Manager manages two full-time receptionists, a part-time Postroom Officer, part-time Building Maintenance Officer and part-time Catering/Tea person. The intention is to replace the temporary catering/tea person with a permanent person shortly.

Procurement & Logistics

- New cleaning contractors, security swipe card system, panic alarm units from end of April.
- Redecoration of the main traffic areas and Park House Reception is completed.

Health and Safety (refer also Health and Safety paper)

- A Disability Discrimination Act 2005 (DDA) compliance audit has been arranged shortly for HPC premises.
- A fire risk assessment of HPC premises has been arranged/updated and training Fire-wardens and deputies have been appointed/updated and training has been arranged.
- A Display Screen Equipment (DSE) assessment programme (onsite and regular homeworkers) is to be arranged shortly.

1. Striking off orders

Keith Hotchkiss, paramedic
 Anissa Patel, occupational therapist
 Paul Duxbury, operating department practitioner
 Ian Jones, biomedical scientist

2. Suspension orders

Mark Holman, chiroprapist
 Rosemary Fisher, speech and language therapist
 Jitendra Singh, occupational therapist
 Sean Clarke, biomedical scientist
 Jane Batterton, biomedical scientist

3. Conditions of practice orders

Zanele Nxumalo, dietitian
 Peter Morley, paramedic

5. Cautions

Graham Durant, paramedic
 Hermione Evans, physiotherapist
 Terence Carter, chiroprapist
 Catherine Westbrook, radiographer
 Selina Khan, radiographer
 Edward Sage, chiroprapist

6. No further action

James Sykes, operating department practitioner
 Claire Lawson, radiographer

7. Allegation not well founded

One Conduct and Competence Case was determined as not well founded in March 2006

One Conduct and Competence Case was determined as not well founded in April 2006

8. Adjournment/Need further time

Alan Edwards, occupational therapist
 Moshmood Babcutande Ajani, chiroprapist
 Bharavi Kilaru, physiotherapist
 Geoffrey Hill, prosthetist and orthotist
 Anne Eccleston, speech and language therapist

9. Review Hearings

Linda Bailey, paramedic, suspension extended
 Paul Gilbert, paramedic, interim suspension order confirmed
 Fiona Kuhns, operating department practitioner, interim suspension order confirmed

Karl Tett, operating department practitioner, interim suspension order confirmed,

David Pratt, biomedical scientist, interim suspension order revoked,

Merlin Jose, physiotherapist, suspension revoked

Jennifer Moy, physiotherapist, suspension revoked

10. Health Committee

At the end of March there were 15 cases within the remit of the Health Committee. This includes eight cases where a suspension or conditions of practice order has been imposed and a review hearing will be required.

11. Interim Orders

Interim suspension orders were granted in the following cases:
 Andre Myers, operating department practitioner
 Gavin Hall, radiographer
 Bharavi Kilaru, physiotherapist

12. Registration Appeals

At the end of March there were 42 outstanding registration appeals.

13. Health and Character

71 Declarations were received between February 2006 and March 2006.

14. Protection of Title

78 complaints about the use of title were received in February and March 2006

15. Other Information

Meetings have taken place with:

Kingsley Napley
Practice Committee Chairs
Council for Health Regulatory Excellence
Richard Review Seminar

Training has taken place with:

NHS Counter Fraud and Security Management Service
HR Legal Training
Panel Chairs and Legal Assessors
High Court Appeals:

The following *cases* are currently *outstanding*:

Mohammed Khokhar

David Fozard

Hermione Evans

The case of Simon Harrison was considered by the High Court on 30 March 2006

16. Employee matters:

Nick Grassby has been appointed to the position of Case Manager.

James Bryant has been appointed as Hearings Officer.

Both James and Nick began their roles in the organisation on 6th March 2006.

Simon Thompson has been appointed as a permanent Case Officer. Simon has been secondment with the Department since September 2005.

Gemma Lee has been appointed as Hearings Officer

1. Employee Resourcing

Recruitment has remained a key priority for the Human Resources Department over the past month.

Following advertising, and unsuccessful interviews, in February 2006 for the newly created position of Registrations Manager (Operations) a further serious of interviews were held throughout March. A candidate with a strong background in call centre management was selected. Richard Houghton will commence with HPC on 9th May 2006. The role reports to the Director of Operations.

Interviews for the Stakeholder Manager vacancy, Communications Department, were held in March 2006. This proved a difficult position to fill with a lack of experienced candidates attracted by the advertisement, however, after two days of interviewing, Tamsin Leigh was selected. Tamsin has a strong background in communications, public relations and the management of stakeholders and commenced on 10th April 2006.

The Director of Communications position was advertised in PR Week and the Guardian newspaper during March 2006. This position has now closed and the interview panel (Anna Van der Gaag, Norma Brook, Marc Seale, and Larissa Foster) shortlisted 7 candidates to interview on 21st April 2006. The interview process is comprehensive and has now moved to the second stage of personality and competency assessments by Brooklands Executive for two to three candidates who had the best fit for the selection criteria in the interviews.

Kelly Webster has been appointed to the Human Resources Officer vacancy. Kelly brings valuable experience to HPC from her previous employment in the Human Resources Department at the Corporation of London.

Following a successful interview, Michael Guthrie has been appointed permanently to the role of Policy Officer, Policy and Standards Department. This position was previously filled on a secondment basis only.

The vacancy for Communications Officer, Communications Department was advertised in the Guardian newspaper and closed on 21st April 2006. Interviews will be held in early May.

Following the resignation of Liz McKell, Partner Manager, Yasmin Hussain has been appointed to this role on a 12 month contract basis. Yasmin brings valuable human resources experience from her current role at the North East London Strategic Health Authority and her previous role at the London Department of Postgraduate Medical and Dental Education (The London Deanery). She commenced on 23rd April 2006.

Amanda Hargood commenced in the role of Education Officer, Approvals and Monitoring Department, on 10th April 2006 following interviews in March. Amanda's background is in education quality assurance at the University of Greenwich and she also previously worked for CPSM many years ago. She is already proving extremely skilled and a valuable source of specialised education knowledge.

In April, ongoing interviews were held for the Project Manager vacancy, and the advertising process commenced for the Office Services Manager vacancy. Interviews are also scheduled for a newly created position of IT Support Analyst. This position sits within the IT Department, and the role will assist the IT Team in accommodating the needs of a greater number of users as employees numbers continue to grow at HPC.

2. Training Needs Analysis

Following the performance review process held throughout the organisation in February and March, training needs are currently being compiled and analysed by the Human Resources Department.

It is the first time a comprehensive training needs analysis has been conducted at HPC and it is the hope that this will not only enhance employee development opportunities in a more structured, auditable manner, but also produce cost savings by identifying common training needs and addressing these in groups rather than individually.

3. ISO 9001:2000 – Assessment by BSI Auditors

The Human Resources Department spent time throughout March and April preparing for an assessment by BSI Auditors which is occurred on 24th April 2006. This included ensuring that quality processes are detailed and current in the context of HR. The audit was successful.

1. Telephone calls

The team received 6,319 calls from applicants during this period, with an average 83% answer rate over the whole period. Calls were answered on average in 14 seconds. The total number of calls has fallen over the period in line with decreasing processing times.

2. International registration applications

International registration applications are currently being received at 370 per month; this amount has increased as expected since the last report. Total number of international registrations over the period averaged at 274 per month. This hit a record high in February of 442 following on from the departments increased throughput in Jan/Feb. The waiting times for initial decisions has fallen dramatically since January, currently at 79 days for the full assessment process. I expect this to drop even further over the coming months, with a target of 60 days by the end of the summer.

3. Grandparenting registration applications

Purge reports, chasing of outstanding documentation, payments etc is allowing the Department to clear the remaining applications. Registrations have fallen in line with the number of outstanding applications, currently averaging at 112 per month. This is down from 190 per month in the previous period.

1. Recruitment.

The three prosthetist and orthotist panel members, have now been approved by Council. Contracts, data protection agreements and letters of appointment have been sent to all. The Fitness to Practise Department will confirm their training dates in due course.

2. Performance appraisal

Further to Council approval of the partner appraisal system, the internal implementation process has been agreed and posted on to HPC’s management system. To date, four visitors have been sent the paper work for appraisal during April and May.

3. Partner re-appointments process

We have now identified how many Partners are needed for the next 2 year period as follows: visitors 151 (current nos. 294), panel members 225 (current nos. 320) and registration assessors 148 (current nos. 222). A paper will be sent electronically to Council Members w/c 17th April for comments a proposed re-appointments process. A breakdown will also be provided to explain how each profession within the partner roles are affected. The final paper will be presented to Council on 11th May, by Yasmin Hussain the new Partner Manager.

4. Partner conference

All Partners have received notification of the 2006 Conference dates, and have been advised that official invitations will be sent in July (once the re-appointments process has been completed). The Health Minister for Scotland has been contacted and invited to attend as Keynote Speaker.

1. Meetings

- Chartered Society of Physiotherapy, update meeting, 28th Feb 06
- Hudsons recruitment agency, 2nd March 06
- Creating an Interprofessional Workforce, Regulation and Quality Assurance Working Group 3rd March
- British Paramedic Association, 6th March 06
- Department for Education and Skills implementation group, Mutual Recognition of Professional Qualifications, 8th March 06
- British Medical Association, Refugee Doctors Liaison Group, 8th March 06
- Manchester Ambulance Service, 17th March 06
- Shelagh Morris, Department of Health, 21st March 06
- Reed employment agency, 23rd March 06
- Department of Health, regulation branch, 24th March 06
- Europe Unit, the Bologna Process seminar, 12th April 06
- Morgan Hunt recruitment agency, 20th April 06
- Federation of State Medical Boards annual conference, 20th – 22nd April
- UK Inter-professional group, International and European forum, 27th April
- Chartered Society of Physiotherapy, talk to HE group, 3rd May 06
- General Medical Council, Standards and Ethics team, 4th May 06
- Action against Medical Accidents, Patients' Agenda for Safety and Justice conference, 9th May 06

2. Current Projects:

Review of the Standards of Proficiency

The third meeting of this professional liaison group took place on 7th March, and another is planned for 25th April. The group plans to submit its recommendations to the Council in July.

Continuing professional development additional information

This PLG held its final meeting on 6th February. The Education and Training Committee approved the draft information for registrants and sample profiles for four professions at its meeting on 30th March. Profiles for the remaining professions are being produced and will be published as soon as they are available.

At the time of writing, the information for registrants is being edited by the Plain English Campaign. It will then be submitted to Council for electronic approval, and is then planned to be published.

Patient-public involvement

Further to discussion at the Communications Committee in February, discussion with Council members with experience in this area and research into other organisations' activities, a preliminary discussion paper will be presented to the Communications Committee at its meeting on 24th May, to explore ways forward for this work.

Health, disability and registration

The results of this consultation are being analysed, the documents are being revised in light of the comments and the key decisions from this consultation are due to come to Council at its meeting in July.

1. Information pack

The review of the members’ manual has been completed. Council and non-Council Committee members and members of the Executive have been provided with a copy.

2. Members’ extranet

The members’ extranet is now live. The Secretariat will be updating the contents regularly. Members have been asked to feedback their comments.

3. Role of the President

Information on the role of the President is available on the members’ extranet.

4. New committee member’s induction

Steven Hutchins, Prosthetist and Orthotist member on the Education and Training Committee attended an induction programme on 28th March 2006.

5. Health Professions Order training

Council and Non-Council Committee members and members of the executive attended a training day on the Health Professions Order on 20th March, 21st March, 24th and 25th April.

6. Audit Committee training

Members of the Audit Committee and some members of the Executive attended training on matters relating to audit on 10th April 2006.

7. Secretary to Education and Training Committee

Colin Bendall has taken on the role of Secretary to the Education and Training Committee.

8. External meetings

Members of the Secretariat attended the following external meetings: Meeting with Head of Corporate Governance at the Nursing and Midwifery Council.

Public meeting of the Nursing and Midwifery Council

Institute of Chartered Secretaries Governance Seminar

Public meeting of the Architects Board

Baker Tilly - trustee training

9. Secretariat away-day

The Secretariat held an away day on 4th April 2006.

10. Health Professions Council elections 2006

Ballot papers were dispatched to all occupational therapy, physiotherapy and radiography registrants in the week beginning Monday 24th April 2006.

11. Annual Report

The committee sections of the annual report were agreed by all chairmen and committees.

12. Council and non-Council committee members’ performance review

The President has been conducting the annual round of performance reviews. This process will continue until the end of June.

1. Telephone calls

The team received 18,984 calls from registrants, applicants and other stakeholders during this period. The team maintained the improvements made over the past few months to our answer rate and achieved 84% during this period.

2. Registration application

Over 800 individuals were registered during this period and applications took on average 3-5 working days to process from start to finish. The team is therefore exceeding their target, which is set at 10 working days.

3. Emails

The team are receiving approximately 60-80 emails per day and are managing to respond to the majority of these on the day of receipt. The team have received several emails/letters complimenting them on the service provided and the quality and speed in which matters are addressed.

4. Registration renewal

At the start of February, all registered physiotherapists were invited to renew their registration for the next two year cycle. Registrants have until the 30th April 2006 to renew there registration for the 2006/08 period.

By the end of March, the renewals team had processed just under 21,500 forms. This is very pleasing and confirms that the work undertaken to improve our internal processed and communications with registrants is working as anticipated. Final notices will be sent at the beginning of April 2006.

Arts therapists were sent their renewal forms at the beginning of March 2006. Registrants have until the 31st May 2006 to renew their registration for the 2006/08 period.

The next profession to renew registration will be dietitians who will be sent their renewal forms at the beginning of April 2006.

5. Lapsed registration

A total of 1,698 (7.2%) radiographers were lapsed from the register on the 1st March 2006. This is the lowest number yet and is a real success story which again confirms that we are definitely moving in the right direction.

Lapsed registrants and their last known employers will receive notification of their lapse in registration during April 2006.

6. New recruits

The team were joined by two new recruits during March; Hope Morrison and Charlene Williams. Both are on temporary maternity cover contracts.

George Bolster moved to the Approvals and Monitoring Department in March, and a permanent vacancy for his replacement will be advertised shortly.

7. What's new and improved

George Bolster and John Archibald started work on the revision of HPC's registration/readmission form and guidance notes. We hope that these will be complete before the summer 2006.

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