

# Chief Executive's Report to the meeting of Council on 29<sup>th</sup> March 2007

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**Meetings 1<sup>st</sup> December 2006 to 28<sup>th</sup> February 2007**

**1. Completed Meetings**

Combat Medical Technicians	1 <sup>st</sup> Dec
Royal College of Speech & Language Therapists	1 <sup>st</sup> Dec
British & Irish Orthoptic Society	1 <sup>st</sup> Dec
College of Occupational Therapists	6 <sup>th</sup> Dec
Association for Perioperative Practice	6 <sup>th</sup> Dec
Physio First	12 <sup>th</sup> Dec
British Association of Dramatherapists	12 <sup>th</sup> Dec
British Association for Counselling & Psychotherapy	14 <sup>th</sup> Dec
British Association of Prosthetists & Orthotists	19 <sup>th</sup> Dec
Registrars of Health Regulators	19 <sup>th</sup> Dec
Better Regulation Commission	21 <sup>st</sup> Dec
Scottish Health & Social Care Stakeholder Event	10 <sup>th</sup> Jan
General Medical Council	11 <sup>th</sup> Jan
Health & Social Care Regulators	12 <sup>th</sup> Jan
Chartered Society of Physiotherapy	16 <sup>th</sup> Jan
SMAE Institute	16 <sup>th</sup> Jan
Hearing Aid Council	17 <sup>th</sup> Jan
Better Regulation Executive	18 <sup>th</sup> Jan
Scottish Executive	22 <sup>nd</sup> Jan
National Clinical Assessment Service	24 <sup>th</sup> Jan
Workhouse	26 <sup>th</sup> Jan
HERRG	26 <sup>th</sup> Jan
Digital Steps	29 <sup>th</sup> Jan
Department of Health (Leeds)	1 <sup>st</sup> Feb
Workhouse – media training	2 <sup>nd</sup> Feb
Department of Health/solicitors	5 <sup>th</sup> Feb

**Completed Meetings cont'd**

UNISON	6 <sup>th</sup> Feb
NHS Counter-Fraud & Security Management Service	8 <sup>th</sup> Feb
Andy Burnham MP	8 <sup>th</sup> Feb
Healthcare Professionals Crossing Borders event	9 <sup>th</sup> Feb
Aberystwyth Listening Event	13 <sup>th</sup> Feb
Worcester Listening Event	15 <sup>th</sup> Feb
Hearing Aid Council STEP:UP meeting	20 <sup>th</sup> Feb
Department of Health/regulators	20 <sup>th</sup> Feb
Department of Health – White Paper briefing	21 <sup>st</sup> Feb
CHRE performance review	22 <sup>nd</sup> Feb
Norman Lamb MP	27 <sup>th</sup> Feb
Department of Health/regulators	27 <sup>th</sup> Feb
Andrew Lansley MP	28 <sup>th</sup> Feb

**2. Scheduled Meetings**

Scottish Executive Stakeholder Event	5 <sup>th</sup> Mar
Security Industry Authority	6 <sup>th</sup> Mar
National Artificial Eye Service	8 <sup>th</sup> Mar
Steering Group on Statutory Regulation of AHTCM	9 <sup>th</sup> Mar
Hearing Aid Council/DTI	15 <sup>th</sup> Mar
Department of Health re ISTCs	19 <sup>th</sup> Mar
UK health regulators/Scottish Social Care agencies	27 <sup>th</sup> Mar
CHRE	29 <sup>th</sup> Mar
British Psychological Society	30 <sup>th</sup> Mar

## Approvals and annual monitoring – Ms Abigail Creighton

### 1. Approval visits 2006/07

The following 21 visits took place between 1<sup>st</sup> December 2006 and 28<sup>th</sup> February 2007.

Date of Visit	Name of Education Provider	Title of Programme	Reason for Visit
6 <sup>th</sup> Dec	Staffordshire University	Supplementary Prescribing for Allied Health Professionals	New programme
6 <sup>th</sup> Dec	University of Brighton	Supplementary Prescribing	New programme
12 <sup>th</sup> -13 <sup>th</sup> Dec	University of Central Lancashire	Dip HE Operating Department Practice	New profession
13 <sup>th</sup> Dec	University of Bradford	Supplementary Prescribing	New programme
19 <sup>th</sup> -20 <sup>th</sup> Dec	University of East Anglia	Dip HE Operating Department Practice	New profession
20 <sup>th</sup> Dec	Canterbury Christ Church University	Pg Dip Speech and Language Therapy	New programme
18 <sup>th</sup> -19 <sup>th</sup> Jan	University of Essex	BSc (Hons) Applied Biomedical Science	New Programme
23 <sup>rd</sup> -24 <sup>th</sup> Jan	Anglia Ruskin University / HSHS	Dip HE Operating Department Practice	New profession & annual monitoring
25 <sup>th</sup> Jan	St Martin's College	Supplementary Prescribing	New programme

24 <sup>th</sup> -25 <sup>th</sup> Jan	Canterbury Christ Church University	Dip HE Operating Department Practice	New profession
30 <sup>th</sup> -31 <sup>st</sup> Jan	College of St Mark and St John	BSc (Hons) Speech and Language Therapy	Major change
6 <sup>th</sup> & 7 <sup>th</sup> Feb	University of Derby	MA Art Therapy MA Dramatherapy	QAA benchmarks
7 <sup>th</sup> & 8 <sup>th</sup> Feb	South Trent ODP Centre	Dip HE Operating Department Practice	New profession
8 <sup>th</sup> Feb	University of East London	BSc (Hons) Physio BSc(Hons) Podiatry	Major change
13 <sup>th</sup> & 14 <sup>th</sup> Feb	Nordoff Robbins Music Therapy Centre	MSc Music Therapy	QAA benchmarks
14 <sup>th</sup> & 15 <sup>th</sup> Feb	University of Paisley	BSc (Hons) Applied Biomedical Science	New programme
20 <sup>th</sup> & 21 <sup>st</sup> Feb	Anglia Ruskin University	BSc(Hons) Radiography (Therapeutic) and Radiography (Diagnostic – mixed and FT route)	New programme and major change (mixed route)
21 <sup>st</sup> & 22 <sup>nd</sup> Feb	University of Hertfordshire	BSc (Hons) Applied Biomedical Science	New programme

27 <sup>th</sup> & 28 <sup>th</sup> Feb	University of Huddersfield	Dip HE Operating Department Practice	New programme
28 <sup>th</sup> Feb	Queen Margaret University College	Pharmacology for Podiatric Medicine	New programme
28 <sup>th</sup> Feb & 1 <sup>st</sup> Mar	University of Plymouth	Dip HE Operating Department Practice	New profession & annual monitoring

The 2006/07 academic year schedule is now closed. Between September 2006 and July 2007, there are 85 visits, covering 128 programmes. The Department has now entered its peak period (February to June), with an average of 12 visits per month. With two current vacancies for education officers, the Department is stretched to capacity. The month of March 2007 will see HPC attending their first multi-professional approval events. We have had 13 visits cancelled by education providers to date. We have managed to reallocate these slots to education providers on a stand-by list, so we will continue to run at capacity for this academic year.

## 2. Annual Monitoring

The Department contacted all education providers in December to inform them of their requirements for the 2006/07 round of annual monitoring. This included the distribution of the revised supplementary information and appropriate forms. In January, the Department began planning the assessment days and general workload of the process, and in February the first submissions were received and the first assessment day was held. The Department is expecting to receive 82 declaration forms and 109 audit forms this academic year, with peak submissions dates between January and May 2007. We will be holding four assessment days (February, April, May and June). In February, the Department received 17 declaration forms and 23 audit forms. 19 audit forms were considered at the first annual monitoring assessment days. Recommendations from this assessment day are due to be made to the Education and Training Panel in March 2007.

## 3. Minor and Major Changes

Since 1 December 2006, the Department has received 10 minor/major change submissions. A number have been signed off by the Education and Training Panel, whilst a number are still being considered by visitors.

## 4. Communication with Stakeholders

The SETs guidance was finalised in February 2007. Hardcopies are currently awaiting distribution to education providers. The Department is currently finalising the approvals process supplementary information and is hoped that it will be published in March/April 2007.

The Department is continuing to work on updating the education section of the main HPC website. The main pages on our key operational processes have been updated, so that education providers have a greater pool of resources available to them. We are continuing to work with the Communications Department to change the format of the register of approved courses, so that potential applicants can search the approved programme list and link directly to education provider websites. The Department ran six visitor raining sessions between 1<sup>st</sup> December 2006 and 28<sup>th</sup> February 2007. Three sessions were for new, previously untrained visitors and the other three, refresher training for visitors trained in 2004.

## 5. Employees

Tim Bryant, an Education Administrator, left the HPC on 23<sup>rd</sup> February 2007. A temporary Education Administrator started on 26<sup>th</sup> February 2007, to cover the interim before a permanent replacement is found. Interviews are scheduled for 22<sup>nd</sup> March 2007. Interviews were held for a fifth and sixth Education Officers in early March 2007. Two appointments were made; Katherine Lock (the current Team Administrator) was promoted and an external candidate will join the Department in early April.

### 1. Events

The final two Listening Events for 2006 – 2007 were held in Aberystwyth and Worcester in February. Both were successful and well attended. In particular, registrants were appreciative of our efforts to provide them with this forum for communication. We are currently planning the programme of Listening Events for 2007 – 2008.

The Partner Conference took place in November in Glasgow and was extremely well attended and well received. This was a major event in the HPC calendar and overall the response from partners has been extremely positive. We are collating the evaluation forms and compiling a report on the main findings with recommendations for future conferences.

The Department exhibited at the Patient Information Forum in Hammersmith in February and will be attending the Managing Long Term Conditions conference in Telford in March – the audience at each being a mixture of GPs, patient representative groups, NHS PALs representatives, GP Practice Managers and District/Community Nurses.

Since the last report, the Department has given approximately 14 talks across the UK to groups of students including the University of Northampton (podiatry), University of East Anglia (OT and physiotherapy) and University of Greenwich (BMS). During March we will be delivering talks at University College London to final-year speech and language students and podiatry students at the University of East London.

### 2. Internal communications

The audit of internal communications was carried out in November and December 2006. The findings and recommendations are currently being disseminated throughout the organisation and we are consulting with staff to gather their views. The recommendations will be incorporated into the communications workplan for 2007 – 2008.

### 3. Publications

The ninth edition of *In Focus* was published on Friday, 2<sup>nd</sup> February and the next edition is due on 5<sup>th</sup> April.

The Department continues to manage the publications process for all departments, working on the recent production of supplementary information on annual monitoring and currently on the approvals process brochure and the SETs Guidance. The refresh of the visual identity and production of the updated housestyle project is currently underway.

The Department is also responding to approximately 10-20 requests per week for information. Approximately 60% of requests from registrants are for our "*Be safe, be sure*" public information leaflets, as well as car stickers and posters. Hospitals and clinics also on occasion make requests for these promotional materials as do organisations such as the British Cardiac Patients Association who requested promotional materials to distribute to members at its annual seminar, recently.

We receive approximately 20 requests a month from education providers for publications to distribute to students. The majority of these requests are for *Standards of Proficiency, Standards of Conduct, Performance and Ethics* and *CPD and your registration*. Individual students also quite regularly make requests for these publications.

The Communications Department is also responsible for managing requests for the joint regulators' publication *Who regulates health and social care professionals*. There has been recent interest in this publication from MPs due to a mail-out by the GMC on behalf of the joint regulators group.

#### 4. Media and Campaigns

Since our last report we have issued seven fitness to practise press releases on professionals who have been struck off or suspended. Coverage continues to increase and has included 14 pieces of fitness to practise coverage in a range of print and online media including Hartlepool Mail, BBC News Scotland (online) and The Sun (Scottish edition)

We have also issued press releases on the third Council elections, a new lay Council member and new physiotherapist Council member, the fees consultation and our response to the DoH's consultation on the review of non-medical regulation. As a result we have received coverage in the following journals Podiatry Now, Synergy News, Therapy Weekly, Operating Theatre Journal, Complete Nutrition, Chiroprody Review, Bulletin, Journal of Podiatric Medicine and BAPO magazine.

In addition to this, the Department has responded to 28 press enquiries on a range of issues, mainly fitness to practise. All press releases can be viewed on the HPC website.

In advance of the issue of the Government's White Paper on the future of healthcare regulation, we sent a media alert to notify key journalists and then issued a press release on the day. We achieved coverage in The Daily Telegraph and the Chief Executive did nine radio interviews which were then broadcast to 24 radio stations, including across the South West, Midlands and Channel Islands.

November's awareness campaign in Birmingham resulted in a 22% increase in traffic to the HPCheck website. The Department is currently planning activity for 2007 – 2008.

#### 5. Projects

**Fees rise project:** the team has been actively involved in this project, managing the production and mailing of the consultation document, ensuring employees were fully briefed, issuing press releases, particularly to professional journals and updating the website.

#### 6. Web

'Phase 2' of the website development continues. This includes improvements to the usability of the website, enhanced search and display facilities and a slight restructure to the navigation to make the education information more accessible. The content management system is also being improved which will benefit website administrators. The website is logging an average 80,000 visits per month and 2,500 visits on a daily basis. The most popular pages include the home page and registration sections, as well as downloading the registration packs, the online short guide to continuing professional development and the monthly newsletter *In Focus*.

#### 7. Patient and Public Involvement

The President and Director of Communications represented the HPC at the January meeting of the Joint UK Health and Social Care Regulators PPI Group. The meeting discussed progress against the workplan and updated on the various projects being undertaken. Work to progress the audit of the HPC's PPI activities is underway and this piece of work will be actioned in the next couple of months.

#### 8. Staffing

The new role of Publications Manager was advertised in October 2006 and Philippa Richardson was successful in this appointment. We advertised the Events Manager role in December and Thomas Heiser was appointed to this position. He joined the team on 5<sup>th</sup> February 2007. The Public Affairs Manager post is currently being recruited.

**1. General**

Since the last Council meeting, the Finance Department has produced the January year-to-date Management Accounts and is currently preparing publication of the February year-to-date Management Accounts.

**2. Supplier payments**

At the end of January, at least 96% by value of the £469k creditor payments (January Purchase Ledger) are in the 30 days or less category in the Aged Creditors Listing.

**3. Fee adjustments and income receipts handling**

At the time of writing (7th March), there is a backlog in cancellations and amendments of registrant direct-debits of four processing days. We have one days processing backlog on rejected payments/refunds and five 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. Fee collections for orthoptists, paramedics and radiographers occurred in January. A further fee collection is scheduled in February for the clinical scientist, speech & language therapist and prosthetist-orthotist professions. Most of the income comprises renewal fees collected.

**5. Funds under management**

At mid-February, the Business Reserve account balance was £278k earning an interest rate of 2% per annum. A further £4.6M is invested in the special interest-bearing account (SIBA) on a rolling monthly basis, earning 5.25% per annum. Nat West, Barclays and HSBC are active MoneyMarket providers for HPC. The current market value of funds in

our investment portfolio is approximately £1.8M. We are in compliance with the reserves policy level approved by the Finance & Resources Committee in November 2005.

**6. Fee Change Project**

The consultation phase was completed on the 6<sup>th</sup> February and analysis of responses completed in the week ending 16<sup>th</sup> February.

**7. Budget for 2007/08**

This is completed, subject to getting the Council's final approval on the fee rise.

**8. March 05 and 06 Annual Report publication**

It has been decided made not to print hardcopies of this. Copies will be distributed electronically to key stakeholders and available online for other stakeholders.

**9. Finance and Facilities Management Work plan for 2007/08**

The draft version has been completed bar formatting and inclusion of references to the Risk Register. It will be presented at the next Finance & Resources Committee Meeting.

**10. Employee training and staffing levels**

There is a team of six full-time employees in the Finance Department, including the Director of Finance. Three Finance Department employees are enrolled in after hours, part-time professional accountancy qualifications (CIMA and ACCA) at present. Temporary staff are periodically hired to cover for permanent staff on annual, study or sickleave and to help clear work backlogs (to maintain agreed service levels). Due to annual leave, study leave and sickleave, availability is averaging about 80% for each permanent employee.

**11. Significant financial projects/issues (next few months in descending priority order)**

- Progress the Fee Change Project (to go live in June 2007)
- Progress the pension scheme issues
- Progress the Intermediate Lapsing Project MP11 (delayed two months to go live in May 2007)
- Introduce project financial reporting from 1<sup>st</sup> April

**12. Facilities Management Report**

**Staffing**

There are six permanent employees including the Facilities Manager.

**22-26 Stannary Street Building Project**

Space-planning is in progress for the period before and during 22-26 Stannary Street refit work.

Following planning permission in mid-March, we expect the building work for 22-26 Stannary Street to commence in May 2007 and to be completed in November.

**Health and Safety Issues**

Lawrence Webster Forrest health & safety and fire safety policies are to be completed by March 2007, and implementation of improvements to occur in the new budget year.

**1. Striking off order**

Kay Cousins, biomedical scientist – inappropriate behaviour  
June Elliot, biomedical scientist – working under the influence of alcohol  
Fiona Kuhns, operating department practitioner – misuse of drugs  
Kathryn Crain, operating department practitioner – stealing and self-administering drugs  
Paul Hambleton, paramedic – obtaining property by deception  
Bhavari Kilaru, physiotherapist – failure to provide appropriate physiotherapy intervention  
Matthew Hankin, physiotherapist – police caution

**2. Suspension order**

Andrew Longley, chiropodist – assault occasioning actual bodily harm  
Hayley Forman, occupational therapist – lack of competence  
Naomi Sudo, occupational therapist – failure to act autonomously and maintain communication with patients  
Nigel Harrison, paramedic – failure to provide a standard of care  
Alistair Mclean, paramedic – failure to undertake clinical assessment  
Susan Bradley, physiotherapist – health  
Pamela Wilson, speech and language therapist – failed to maintain clinical records

**3. Conditions of practice order**

Katy Peake, occupational therapist – health

**4. Caution**

Mashmood Ajani, chiropodist – locum/employer issues  
Robert Gadd, operating department practitioner – assault on a constable  
Trevor Wicks, paramedic – working whilst claiming sickpay and benefits  
Brian Scott, physiotherapist – record keeping and other issues  
H R Lameris, physiotherapist – patient records  
Chirag Patel, physiotherapist – effective communication  
Mark Taylor, speech and language therapist – record keeping

**5. Part heard/Adjourned**

Five cases have been adjourned

**6. Referred to the Health Committee**

Mark Sneddon, biomedical scientist

**7. No Further Action**

Sophie Liddle, occupational therapist – driving a motor vehicle with excess alcohol

**8. Allegations not well founded**

Nine Conduct and Competence Cases have not been well founded

**9. Review hearings, individual outcomes**

Criona O'Donnell, clinical scientist – suspension extended  
Roland Ross Parton, chiropodist – suspension extended  
Palawatte Ratnasiri, physiotherapist – conditions revoked  
Zanele Nxumalo, dietitian – conditions revoked, suspension imposed  
Josephat Mwilaria, radiographer – struck off  
Linda Bailey, paramedic – suspension extended  
Mark Holman, chiropodist – suspension extended  
Simon Harrison, physiotherapist – struck off

**10. Interim orders**

Interim orders have been granted in the following cases:

David Lawton, biomedical scientist

The following interim orders have been reviewed:

Karl Tett  
David Wright  
John Haslam  
Gavin Hall  
Benjamin Lavender  
Richard Fitch  
David Pratt

### **11. Investigating Committee**

75 allegations were received between December 2006 and February 2007. Panels of the Investigating Committee considered 46 cases between December 2006 and February 2007. The panels referred 30 cases. There is a current case to answer rate of 65% . At the end of February 2007, there were 219 cases within the remit of the Investigating Committee.

### **12. Conduct & Competence Committee**

At the end of February there were 122 cases within the remit of the Conduct and Competence Committee

### **13. Health Committee**

At the end of February there were six cases within the remit of the Health Committee

### **14. Review Hearings**

At the end of February there were 67 registrants subject to a conditions of practice or suspension order

### **15. Hearing arrangements**

As at 8<sup>th</sup> March, 48 full hearings have been arranged for hearing before July 2007

### **16. Registration Appeals**

Between November and January 27 registration appeals were received. At the end of January 2007 there were 58 open registration appeals.

### **17. Health and character**

Between November and February 2007, 88 health and character declarations were received. Panels considered 69 cases.

Between August and October, 103 health and character declarations were received. Panels considered 92 cases. Three applicants were rejected for admission or readmission to the register and five registrants had their self-referrals referred to a fitness to practise panel.

### **18. Protection of title**

63 complaints about the misuse of title were received between November 2006 and February 2007

### **19. Training attended:**

The FTP team have begun their BTEC in Investigative Practice. Finance for the non-Finance Manager

### **20 Meeting and Other Information**

The Fitness to Practise Department was audited by the internal auditors at the start of January.

Michael Caplan

Jonathan Bracken

Shortlisting meetings for the tender of legal services

Kingsley Napley – regular case review

EMT Awayday

CHRE seminar on drafting allegations

Safeguarding Vulnerable Groups seminar

CHRE Performance Review

CHRE Common Dataset meeting

CHRE learning points meeting

NCAS

Complementary and Alternative Medicine Steering Group

### **21. Resources**

Gemma Lee has been promoted to the position of case officer. John Lucarotti joins the organisation as case manager on 19<sup>th</sup> March 2007 and Ciara O'Dwyer on 23<sup>rd</sup> April

**1. Employee resourcing**

The final remaining vacancy in the Communications Department, Public Affairs Manager, was advertised on 5<sup>th</sup> January. Interviews were held on 29<sup>th</sup> January. However, these were unsuccessful and no appointment was made. The position was re-advertised and sourced through a specialist agency, with a second round of interviews held on 1<sup>st</sup> March. An offer has been made as a result of the interviews to a candidate with sound experience in public affairs management, but has not yet been accepted.

The two Case Manager vacancies which were created to accommodate an increased workload by the Fitness to Practise Department were filled on 14<sup>th</sup> February. Both successful candidates were external. John Lucarotti and Ciara O’Dwyer will commenced in March and April respectively. Interviews were also held for a Case Officer post in the same Department, and an internal candidate was appointed (Gemma Lee, currently a Hearings Officer). We will now need to fill the Hearings Officer vacancy which has arisen as a result of the promotion.

One of the Policy Officer posts within the Policy and Standards Department is currently filled by an employee on a contract basis. The permanent post was advertised and interviews were held on 13<sup>th</sup> March. Sam Mars (who had previously been engaged in the role on a contract) was successfully appointed permanently to the post.

The Project Manager vacancy was filled following interviews in February, with Claire Phillips (previously engaged on a contract basis) being appointed to the post. Now that this appointment has been made, the newly created position of Project Co-ordinator (which reports to the Project Manager) has been advertised. This post has been in the budget for some time but had not previously been advertised. It has been advertised through an agency specialising in candidates holding project management backgrounds. Interviews were held on 9<sup>th</sup> March 2007.

The post of Team Administrator, Secretariat, has been successfully filled following interviews in February. Alison Roberts is due to commence on 12<sup>th</sup> March.

Two Education Officers have been appointed following interviews on 5<sup>th</sup> March. One is an external candidate (Tracey Samuel-Smith) and one is an internal promotion (Katherine Lock, formerly the Team Administrator in the Education – Approvals and Monitoring Department). All Education Officer vacancies within the budget have now been filled, which will make the high level of visits being conducted by employees more manageable. This internal promotion of the Team Administrator and a resignation from Tim Bryant, (one of the two Administrators who work on the annual monitoring process) has led to advertising for the two Administrator vacancies.

Following advertising and interviewing for four vacancies across both Registrations Departments, three new employees (Martin Kentish, David Waddle, and Jessica Day) will commence on 19<sup>th</sup> March.

Shortlisting is currently occurring for the two Team Leader vacancies in the Registrations Departments.

**2. Other Employee Matters – Training**

As part of the overall Equality and Diversity Project, Niamh O’Sullivan and Kelly Webster (Human Resources Officer) met Dianne Hodgeson (HPC’s Diversity Trainer) to organise training for Council on these issues. Potential dates are currently being organised with an anticipated date for the training of 9<sup>th</sup> July, at this stage.

Training for all employees will be occurring from June to December 2007.

### 3. New employment contracts

All new employment contracts have now been rolled out successfully to existing employees. All employees at HPC are now therefore engaged on the same contracts, which are up-to-date, standard and reflect all current employment legislation. This is a significant improvement in terms of human resources management, with all employees now covered under the same terms and conditions.

### 4. Performance reviews

All performance reviews across the organisation have now been completed. The Human Resources Department is currently compiling the results of the reviews to ensure that particular managers are not skewing ratings in particular directions, to try to ensure that these are being conducted consistently.

The performance reviews also form the basis of the annual training needs analysis. These training recommendations are currently being compiled.

### 5. Salary reviews

The HR Department has been working with the Management Accountant and Director of Finance over the past two months to finalise the recommendations for the salary reviews to be presented to the Remuneration Committee in March.

### 6. Pension scheme – employee relations issues

Assisting the Director of Finance by managing the employee relations side of the new pension scheme roll out has been a very time consuming exercise for the HR Department over the past month.

All “new” employees (those who had started since October 2006 when we were first alerted to the pension scheme issues, and many of whom are still on probation) were written to on 16<sup>th</sup> February. They were notified of a number of details but most significantly that:

- HPC was reviewing whether it should continue to participate in the existing plan offered by Capita, and
- in the meantime, neither new employees nor HPC are able to contribute to the existing plan, but that if employees wish to join the new stakeholder arrangement being planned, they may notify us and the contributions will be backdated.

A letter was sent to existing members of the pension scheme on 20<sup>th</sup> February to update them on the pension situation. A subsequent meeting led by Mark Futcher (Pensions Advisor from Barnett Waddingham) was held on 22<sup>nd</sup> February. This meeting outlined employee’s options in terms of leaving their benefits in Capita’s Flexiplan 1, or transferring them. The meeting then updated employees on recent Finance and Resources Committee decisions on the way forward, and the timescales and processes involved in finding a new plan.

We are now meeting our legal HR obligations in relation to consulting employees throughout this process and employees generally have been relieved to find that matters are being progressed as quickly as possible.

### 1. Employees

No change

### 2. General IT Infrastructure

We are planning for additional Sun server for testing renewals & ICR, application server upgrade and becoming the new Lotus Notes e-mail server long term. This plan may be modified if sharing server functions (virtualisation) can be arranged.

#### Additional planning activities

- 5 year rolling IT Strategy updated
- IT Strategy overview updated
- IT Work plan
- Multiple test scripts being written

### 3. Projects

**LISA – current:** Working with OPS and project teams on completing the work being developed over the last quarter this financial year.

- Fee change project – writing test scripts
- Intermediate lapsing project – assisting test script production
- Trust register look up project – writing test scripts
- Authentication and online contact management – background work on test scripts
- Renewals project

**LISA – future 2007-8:** The list of major projects from the business have been prioritised and subsequently updated during the budgeting process. The list will go to the Finance & Resources Committee for approval via Project Management.

- CPD two year project, first segment, £80,000
- Professional Qualifications Directive, £40,000
- LISA access rights – restricting functions to Finance Department £35,000
- Equality & Diversity project, a White Paper requirement
- LISA changes to allow new professions, legislation dependant

The support contract has been renegotiated with Digital Steps. The new contract includes unlimited support hours in each quarter, and an annual upgrade of operating system, application server versions to the latest stable version. Bircham Dyson Bell suggestions have been agreed by Digital Steps. Contract is ready for signature. The first full year of invoicing is to be made at the start of the financial year.

**APU (Fitness to practise tracking system):**No changes planned currently. One month's development planned for next year.

**Finance systems:** An upgrade has been prescribed by the existing Sage support company to move to a windows SQL server based system. Replacement / upgrade project £19,000

### 3. Business continuity & security

Penetration testing is taking place with the National Computing Centre currently, to examine the strength of our externally facing defences.

### 4. Environmental issues – IT related

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

### 5. IT Department training

Rick Welsby and Craig Kjelvei about to undergo the (ITIL) ISEB Foundation Certificate in IT Service Management.

Tom Berrrie, Information Services Manager has successfully completed the AIIM Enterprise Content Management Specialist course and is now "AIIM ECM Specialist".

### 6. Information Services

We continue to receive requests for personal data concerning registrants where no case to answer was determined at the Investigating stage. Detailed legal advice is being sought.

**1. Continuing professional development assessors’ recruitment**

At present the recruitment process for the CPD assessors is in its early stages. Meetings are being held with the relevant departments to ascertain how many CPD assessors will be needed and confirm the dates for recruitment.

I have taken independent advice from the Office of the Commissioner for Public Appointments regarding the way in which CPD partners shall be recruited. When I sought external advice from the OCPA, I explained that the HPC had two options.

The first option was to advertise externally and this would allow for a wide range of HPC registrants to apply. The second option would be recruiting from our existing pool of partners but to go through some type of paper-based process for which the partners could apply very similar to the reappointments process.

If the HPC cannot recruit from its existing pool of partners, the HPC could advertise externally

Given the large number of experienced partners the HPC already has and the fact that we are currently oversubscribed, the OCPA advised that the second option would be a better option. To recruit internally will reduce the cost of the CPD recruitment process significantly. Furthermore, due to the fact that the HPC is looking to reduce the amount of partners, it would not be advisable to advertise for CPD assessors so soon after the reappointments process.

**2. Partner reappointments process 2007**

In the month of March 2007, I shall be holding meetings with relevant Department Heads to develop the reappointments paperwork and to discuss partner figures. This will then allow the HPC to ascertain how many partners will not be reappointed for this year.

Partners whose Partner Agreements expired in the period between January 2007 to June 2007 (inclusive) have now all been sent out a new agreement to extend their Partner Agreement up until July 2007. This will allow all Partner Agreements to expire in July 2007 at the same time. Partners whose agreements expire in 2007 are currently been sent a letter. This letter explains what the reappointments process will entail and the approximate time scales that are anticipated for when the reappointments paperwork will be sent to them.

The letter requires partners to complete a form which asks partners on how they would like to receive their reappointments paperwork. i.e. either electronic mail or post. To date, the response to this letter has been very positive with a number of partners opting for their reappointments form to be sent via electronic mail. The form also asks partners on which roles they wish to carry out for the HPC and those they wish to resign from. It is anticipated that all reappointments paperwork will be sent to all partners in April 2007.

The reappointments panel will comprise of the Partner Manager, Independent Assessor from the Office of the Commissioner for Public Appointments and the relevant department head/director. The reappointments panel will meet at the end of June 2007 to make a decision regarding the reappointment of partners for this year.

The criteria for the reappointments process in 2006 was set purely by the (previous) Partner Manager. This year the criteria will be set with the department head/director. This year’s criteria will need to be as objective as possible. In particular, this will need to be more competency based and specific. This will in turn try to elevate any potential Partner complaints regarding the reappointments process.

It is anticipated that partner numbers will be satisfactory for next year and therefore the HPC will not need to go through a reappointments process for 2008. Instead the HPC hopes simply to extend all partner contracts for a further two years. The partner numbers are still to be confirmed and I am not able to confirm that this will be the exact procedure for next year, but thought it would useful to give the Council an idea of the direction in which we are hoping to take partner management.

### **3. Registration Assessor Refresher Training**

Refresher training for registration assessors took place in February and March 2007. This consisted of six days in total. It included equality and diversity training, an update from the Partner Manager, training in relation to assessing international applications and questions/queries from the registration assessors. The training evaluations form analysed all aspects of the training delivered and it received positive feedback from all the partners that attended the training.

### **4. Partner Handbook**

At present the partners do not have a handbook. A partner handbook is being developed for all HPC partners. The partner handbook will reflect all existing policies and procedures of the HPC, which are practised but not yet written down.

Given that this is such a lengthy project, it is proposed that the Partner Manager brings every policy to the Council from now on for approval and these are then posted on the partners section of the HPC website. It is envisaged that the first partner policies to be developed will be on expenses and recruitment.

## 1. Meetings

- Joint regulators' meeting on the Professional Qualifications Directive, 14<sup>th</sup> December
- Nursing and Midwifery Council, 19<sup>th</sup> December
- Alliance of UK Health Regulators on Europe, 10<sup>th</sup> January
- NHS Counter-fraud service, 17<sup>th</sup> January
- Hearing Aid Council, 17<sup>th</sup> January
- Open University, researching the education and training needs of AHPs, 18<sup>th</sup> January
- Skills for Health, Partnership Forum meeting, 22<sup>nd</sup> January
- National Clinical Assessment Service, 24<sup>th</sup> January
- Foundation for Integrated Health and Medicines and Healthcare Products Regulatory Agency consultation event, 25<sup>th</sup> January
- Workhouse PR agency, 26<sup>th</sup> January
- Higher Education Regulatory Group, 26<sup>th</sup> January
- Wimbledon Ambulance Service, 31<sup>st</sup> January
- Limehouse software, 1<sup>st</sup> February
- Education inter-regulatory group, 2<sup>nd</sup> February
- Skills for Health, Emergency Care Practitioners project, 5<sup>th</sup> February
- Western Medical acupuncturists, and Unison, 6<sup>th</sup> February
- CHRE boundaries project, guidance for employers strand, 6<sup>th</sup> February
- Knowledge and Skills Framework Project Group, 7<sup>th</sup> February
- Health Professionals Crossing Borders group, 9<sup>th</sup> February
- Post-graduate Medical Education and Training Board, 12<sup>th</sup> February
- University of Derby, 13<sup>th</sup> February
- DfES and Home Office Vetting and Barring Scheme briefing, 15<sup>th</sup> February
- Institute of Biomedical Science, 16<sup>th</sup> February
- Medicines and Healthcare Products Regulatory Agency, 19<sup>th</sup> February
- Royal London Hospital, Microbiology journal club, 20<sup>th</sup> February
- British Paramedic Association conference, 22<sup>nd</sup> February

- College of Occupational Therapists Ethics Committee, 27<sup>th</sup> February
- Plymouth University (observing ODP visit), 28<sup>th</sup> February
- Disability Rights Commission hearing into fitness standards, 1<sup>st</sup> March
- Association of Speech and Language Therapists in Private Practice, 3<sup>rd</sup> March
- Nursing and Midwifery Council, 5<sup>th</sup> March
- National Artificial Eye Service, 8<sup>th</sup> March
- The Alliance of Private Sector Practitioners, 8<sup>th</sup> March
- National Clinical Assessment Service, 9<sup>th</sup> March
- Complementary and Alternative Medicine Steering Group, 9<sup>th</sup> March
- Higher Education Academy, Foundation Degree special interest group, 13<sup>th</sup> March
- Department for Education and Skills, Professional Qualifications Directive stakeholder group, 13<sup>th</sup> March
- National Leadership and Innovation Agency for Healthcare, 13<sup>th</sup> March
- NHS Education for Scotland, 'Fair for all' disability conference, 15<sup>th</sup> March
- Scottish Therapy Managers' Network, 15<sup>th</sup> March
- CHRE, boundaries project research strand update, 21<sup>st</sup> March
- Healthcare professionals crossing borders, proactive information exchange working group, 23<sup>rd</sup> March

## 2. Current Projects:

### The White Paper

The Council is awaiting the publication of the implementation plan, which will set out a timetable for the implementation of the recommendations in the White Paper.

#### **Council for Health Regulatory Excellence (CHRE) performance review**

The HPC's submission to CHRE's annual performance review of the regulators was sent in at the beginning of January. A preliminary feedback meeting has been held, and we are anticipating the publication of the formal feedback within the next month.

#### **Review of the Standards of Conduct, Performance and Ethics (SCPE)**

A revised draft of the SCPE is the subject of a paper to this Council meeting.

#### **Prescribing and entitlements review**

A paper discussing how the Council might review how it currently approves post-registration qualifications (currently local analgesics and prescription-only medicines for chiropodists and podiatrists, and supplementary prescribing for physiotherapists, radiographers and chiropodists/podiatrists) will be taken to the Education and Training Committee at the end of March.

#### **European Community**

Sam Mars, Policy Officer, is working on the implications of the Professional Qualifications Directive for HPC and also on implementing the recommendations from the Healthcare Professionals Crossing Borders conference in Edinburgh, October 2005.

#### **4. Consultations**

**Fees:** The Department has been processing over 1,000 responses to the fees consultation, analysing responses (the largest number of responses processed and analysed in-house by HPC to date), and preparing the Key Decisions document, which is the subject of a paper to this Council meeting.

**SET 6.7.5:** A paper analysing the results of this consultation (proposing to make the Council's requirement for external examiners more flexible) will go to the Education and Training Committee in March.

**Review of the Standards of Proficiency:** The results of this consultation are currently being analysed, and are expected to be brought to the Council in May.

#### **5. New professions**

The area of new professions, or aspirant groups, has been added to the Policy & Standards Department. Various meetings have been held with aspirant groups, as detailed above. In addition, Rachel Tripp, Director of Policy & Standards, has been invited to be a member of the Complementary and Alternative Medicine Steering Group, which includes members of working groups looking at the statutory regulation of acupuncture, traditional Chinese medicine and herbal medicine.

#### **6. Employees**

Michael Guthrie has been promoted to the position of Policy Manager, where he will be taking responsibility for supporting the Council's work on professional standards and ethics. Following ten successful months with HPC on a temporary contract, Sam Mars has been appointed to the permanent position of Policy Officer. Andrea Kanaris has joined the Department as Policy Manager.

#### **7. Training**

The Department has undertaken a day's training in public law and a day of quality training on ISO registration, run by the British Standards Institute

**1. Operational performance**

**a) Telephone calls**

**i) UK Department:** During the period from the 1<sup>st</sup> November 2006 to 28<sup>th</sup> February 2007 the team received a total of 18,267 telephone calls, 97% of which were answered. This is a 15.4% improvement on the same period last year and the team actually achieved 100% a number of days during January and February. The team has again continued to improve the ‘time to answer’ (TTA) all calls, with the average TTA improving from 89.6 seconds for the same period last year to 20.7 seconds this year.

**ii) International Department:** During the period from the 1<sup>st</sup> November 2006 to 28<sup>th</sup> February 2007 the team received a total of 5,262 telephone calls, 94% of calls were answered. This is a 10.5% improvement on the same period last year. The team has again continued to improve the TTA for all calls, with the average TTA improving from 23 seconds for the same period last year to 12 seconds this year.

**b) Application processing**

**i) UK Department:** A total of 1,435 new applications were received during this period. Applications took on average three working days to process. Applications for readmission were taking an average of two working days to process.

**ii) International Department:** A total of 1,045 new international applications were received in this period and 1,066 individuals were registered. The team is still processing applications on the same day they are received.

**c) Emails**

**i) UK Department:** The team is receiving approximately 40/50 emails per day and is responding 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 to 48 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.

During the period Ben Brown (Registration Officer) left the International Department and we recruited one Registration Officer (Daryl Francis) who was previously employed as a Senior Operator in a contact centre environment with Language Line.

We are currently, actively recruiting for a Team Leader within each department and four Registration Officer positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

All registration employees have commenced an Institute of Customer Services (ICS) accredited training programme, which provides delegates with a foundation in the knowledge, understanding and skills needed to become a Customer Service Professional. The ICS programme is a 20-hour improvement course which is delivered over two days and includes the latest industry research on customer service, keeping the registrations teams at the cutting edge of customer service professionalism. The participant guide includes a choice of work-based assignments that have been customised to meet the specific needs of the Health Professions Council.

**1. Council Membership**

Mr John Camp, a lay member of Council, resigned on 8<sup>th</sup> January 2007. Mrs Shaheen Chaudhry, lay member of Council, resigned on 25<sup>th</sup> January 2007. Recruitment to both vacancies will take place shortly.

**2. Committee membership**

Professor Graham Smith was appointed to the Audit Committee on 9<sup>th</sup> January 2007 following completion of the process agreed by Council in December 2005.

**3. Appointment of SLT registrant member to fill the vacancy created by election of SLT member as President**

The Appointments Commission has completed the process for recruitment of a registrant speech and language therapist member for the Council. The results of the process will become public shortly.

**4. Council elections**

Nomination forms for the 2007 Council elections have been sent to all biomedical scientist, chiropodist/podiatrist and paramedic registrants.

**5. Members’ information pack**

The Secretariat has completed the annual update of the members’ information pack. This will be circulated to all Council members and non-Council committee members shortly.

**6. Council Workshops**

A Council workshop was held on 23<sup>rd</sup> February 2007. A further workshop will be held on 30<sup>th</sup> May 2007, the day before the May Council meeting.

**7. Additional Meeting of the Audit Committee**

An additional meeting of the Audit Committee will be held on 27<sup>th</sup> March 2007.

**8. Fitness to Practise Chairmen and Deputy Annual Meeting**

The annual meeting of the Chairmen and Deputy-Chairmen of the Fitness to Practise Committees took place on 12<sup>th</sup> February 2007.

**9. Council Members’ Performance Review Meetings**

The annual member review process has begun. The majority of meetings and telephone conversations have been organized.

**10. Summaries of Council agenda and decisions**

The Secretariat will pilot a summary of Council agenda and minutes to be circulated shortly before and after Council meetings.

**11. Members’ Training**

Members of the Audit Committee held their annual training day on 28<sup>th</sup> February 2007.

Equality and diversity training has been organized for all Council members on 9<sup>th</sup> July 2007.

**12. External Meetings**

Secretariat employees attended the following events:  
 Institute of Chartered Secretaries round-table discussion.  
 Howarth Clark Whitehill – Annual Reports  
 General Dental Council meeting  
 Corporate governance meeting with representatives from other regulators.

**13. Training**

BSI Quality Training  
 Effective Risk Management Seminar  
 Decent Developments in Data Protection