

# Projects Workplan 2007 – 2008 – Claire Phillips

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## Introduction

Financial year 2007/8 will be the first year in which:

- There has been a dedicated Major Projects manager
- The new HPC project planning process has been implemented
- The new HPC project management methodology has been used.

The aims of the above are to ensure that:

- Projects are effectively planned and budgeted
- That the amount of work undertaken is set at a conservatively achievable level
- That the focus of all projects is to deliver results within reasonable budget and time constraints

The effective implementation of the above will result in improved resource deployment, a more controlled environment around projects and clearer communications around project status.

To this end, a list of prospective major projects was compiled in November 2006. The list was reviewed and discussed by all stakeholders and was limited to a realistic number. Initial technology requirements were gathered during December and quotes were obtained. The list was then realigned according to budget constraints by the stakeholders and the Executive Management Team and was finalised in January 2007. Projects will now be undertaken between April 2007 and March 2008.

## This document

This document provides a summary of the projects that will be undertaken this year. The dates indicated are provisional dates driven by resource constraints (both internal and external), legislative deadlines and business need.

The timelines of those projects with a technology aspect have been estimated based on initial requirements and therefore may be subject to change once further analysis has been completed.

Should further legislation or business need require a change in the timetable or for an additional project to be added, the project planning process will be followed and the portfolio and / or timeline altered accordingly.

## Resources

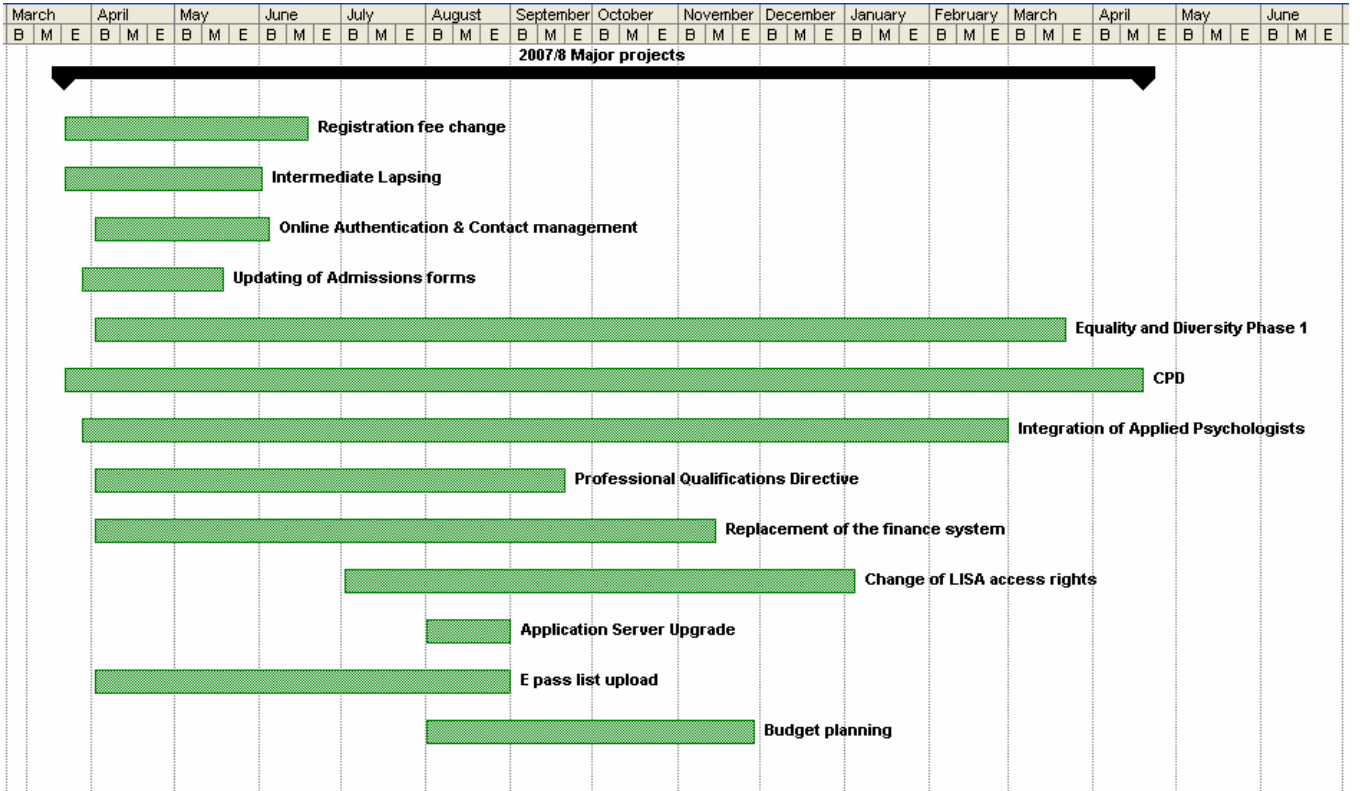
All capital expenditure is noted in the table below and projects will be run using existing human resources within the organisation.

## Annex 1 Project timeline

Project Number	Project name	Summary	Owning Department	Departments impacted	Timeline	Capital expenditure 07/08	Risk register reference
MP 7	Registration fee change	Implementation of updated fee structure	Finance	Finance, Registrations, IT	2 <sup>nd</sup> Apr – 18 <sup>th</sup> June	None – operational implementation of technology build that will be completed in the 06/07 financial year	8.2
MP 11	Intermediate lapsing	Registration system (LISA) development to ensure that non-paying registrants are notified and lapsed during the professional cycle as appropriate	Finance	Finance, IT	2 <sup>nd</sup> Apr – 1 <sup>st</sup> June	None – operational implementation of technology build that will be completed in the 06/07 financial year	
MP 14	Online Authentication & Contact management	Web based application that will allow registrants to update their personal details online. LISA development to allow registrations officers to authenticate a caller before updating personal details	Registrations	Registrations, IT	2 <sup>nd</sup> Apr – 4 <sup>th</sup> June	None – operational implementation of technology build that will be completed in the 06/07 financial year	
MP 13	Updating of admissions forms	Revision and rollout of all admissions forms (UK & International)	Registrations	Registrations	2 <sup>nd</sup> Apr – 18 <sup>th</sup> May	None	
MP 5	Equality & Diversity Phase 1	Creation and implementation of an HPC specific Equality and Diversity scheme. Phase 1 centres on the Fitness to Practise, HR and Partners departments	All	All	2 <sup>nd</sup> Apr – 21 <sup>st</sup> Mar	None	
MP 2	Continuing Professional Development	Implementation of processes to audit & track registrants' evidence of	Registrations	Registrations, Fitness to Practise,	2 <sup>nd</sup> Apr to 31 <sup>st</sup> Mar	£80,000	8.1

Project Number	Project name	Summary	Owning Department	Departments impacted	Timeline	Capital expenditure 07/08	Risk register reference
		CPD.		Communications, Partners, IT, Policy			
MP 3	Integration of Aspirant Group 1 – Applied Psychologists	On-boarding of the Applied Psychologists	Registrations	Registrations, Fitness to Practise, Communications, Partners, IT, Approvals & Monitoring, Secretariat, Policy	28 <sup>th</sup> Mar to 29 <sup>th</sup> Feb  Dates provisional – to be confirmed when legislation is finalised	None	14.4 & 8.4
MP 26	Professional Qualifications Directive	Project to allow for temporary registrations	Registrations	Registrations, Communications, IT, Policy	2 <sup>nd</sup> Apr to 20 <sup>th</sup> Sept	£40,000	8.3
MP 27	Replacement of the finance system	Replacement of SAGE	Finance	Finance	2 <sup>nd</sup> Apr to 14 <sup>th</sup> Nov	£19,000	
MP 28	Change of LISA access rights	Full review and implementation of revised access rights for LISA	Finance	Finance, Registrations, IT	2 <sup>nd</sup> Jul to 4 <sup>th</sup> Jan	£35,000	
MP 25	Application Server upgrade	Migration of LISA from using Borland application Server to the equivalent Sun Application Server	IT	IT	1 <sup>st</sup> Aug to 31 <sup>st</sup> Aug	£30,000	
MP 17	E pass list upload	LISA enhancement to allow the electronic verification of educational institution passlists	Registrations	Registrations, IT	2 <sup>nd</sup> Apr to 31 <sup>st</sup> Aug	None – operational implementation of technology build that will be completed in the 06/07 financial year	

## Annex 2 Project Gantt Chart



# Registration Workplan 2008 - 2009 – Richard Houghton

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## Introduction

Providing a high level of customer service is crucial to the long term success of the Health Professions Council (HPC) and demonstrates our commitment to all of our stakeholders - registrants, members of the public, our employees, our suppliers and the elected members of our Council. As the standard of customer service increases in other service sectors such as financial services, telecommunications, local government, retail and leisure so does the service quality expectations of their customers. Similarly, HPC's 'customers' will continue to have higher expectations of their own customer service experience which includes having a wider range of service delivery options, with customers wanting more choice of how they interact with us. We have also increased their expectations by increasing the registration fees in 2007. Coupled with this increased expectation of service delivery is an increase in registrant number growth. Registrant numbers have increased at an average rate of 5% per year over the last five years and with the regulation of new professions such as practitioner psychologists the demand for these services will increase.

It is clear that we need to continue to develop our customer service delivery strategy that is based on the present and future needs and expectations of stakeholders. It is also important to maintain the positive, pride of workmanship, feeling of community, enjoyable and fun working environment that exists at HPC as customer satisfaction generally moves in the same direction as employee satisfaction.

Much has already been achieved over the past 12 months. The beginning of a formal industry recognised customer service training programme for registration advisors has allowed individual employees to have their personal commitment to our customers recognised and this is just beginning to bear fruit. As is the professional contact centre management training for middle managers which will provide commercial best practice service delivery skills. The cross pollination of skills between the registration department's teams has assisted in the load balancing of the work and will continue to assist us in having the right number of skilled people in place at the right times to serve customers, at service standard and with quality. The introduction of a quality controls and checks programme has not only mitigated the risk of processing errors but also allowed for effective feedback to be delivered to registration advisors regarding their individual performance.

The 2008 - 2009 registration workplan builds on these achievements. Employing the best people in a good working environment and supporting them with ongoing training, reliable equipment and up-to-date systems. Recognising individuals and teams by promoting from within wherever possible and encouraging everyone to enjoy rewarding careers and provide job satisfaction. The relocation of the registration area onto one floor will bring new challenges but also new benefits. The continued investment in technology to reflect business rules and processes will speed up processing, improve job satisfaction and offer our customers more service delivery channels.

It is important to remember that it is the continuation of a journey in registration.

### **This document**

This document proposes registration's work priorities for the financial year April 2008 – March 2009. The registration department is both proactive and reactive in its work so the requirements may change, particularly in light of business needs. **The department will therefore need to be flexible in the delivery of its workplan in order to respond accordingly.**

### **Resources**

The draft financial budget currently assumes a team of 37 registration employees which represents no increase in the year on year headcount and a budget of £1,714,259. The significant reduction in the number of international applications has enabled the cross training of registration advisors to answer the increased number of telephone calls received throughout the last 12 months. During the forthcoming 12 months all registration advisors will also be involved with handling the new continuing professional development (CPD) processing and potential grandparenting applications. This workplan is drafted on these assumptions with budget levels set in conjunction with our operational plans.

The following paragraphs summarise the headline activity that has been prioritised to deliver the five objectives detailed below. The prioritisation is based on how important the development is in terms of improving our key processes and achieving our goals together with the resource requirement to complete the task.



## Achieving objectives in 2008 – 2009

The registration department's workplan for 2008 – 2009 details our main areas of work and sets out how we will work towards achieving our objectives.

The registration department's objectives 2008 – 2009:

1. Manage business as usual activities within agreed service standards
2. Improve quality of service delivery
3. Improve capacity planning
4. Employee development
5. Manage projects within agreed timescales

Annex 1 includes details of delivery dates and responsibilities.

### Registration objective 1 - Manage business as usual activities within agreed service standards

We will continue to ensure we deliver the best possible service to registrants, applicants and the public. This will be achieved by up-skilling all registration advisors to deliver all registration processes efficiently and effectively within our service standards:

Process	Service Standard
UK applications and readmissions	Ten days processing
International/EEA applications/Grandparenting	Processed within three months of receipt of all documents
Continuing Professional Development (CPD)	Processed within three months of receipt of all documents
Renewals batch letters sent on time.	Renewal notice sent not less than three months before publicly published renewal dates. Final renewal notice sent not less than one month before publicly published renewal dates
Renewal cycle batch processing	Complete renewal (lapsing) process run within five days of publicly published dates
Written complaints	18 days response
Emails	Five days response
Telephone call answering	80% of calls answered within 30 seconds

Also, a major impact on our workload this year will be the five professions that will be renewing their registration as detailed below:

- Physiotherapists 1 February 2008 to 30 April 2008
- Arts therapists 1 March 2008 to 31 May 2008
- Dietitians 1 April 2008 to 30 June 2008
- Chiroprodists / podiatrists 1 May 2008 to 31 July 2008
- Operating department practitioners 1 September 2008 to 30 November 2008

## **Registration objective 2 - Improve quality of service delivery**

The service sector in which the HPC operates is the fastest growing segment of the economy resulting in intense competition and enhanced service offerings. This has led to higher expectations regarding service quality. However, quality is a difficult concept to measure when applied to services such as those provided by HPC. Unlike products, services are intangible with aspects that are difficult to identify and name let alone quantify. Services are also heterogeneous and difficult to standardise in that the same service may be delivered differently when delivered by different employees. During 2007 we made positive steps by purchasing a call recording and advisor evaluation solution so that we can monitor and evaluate telephone calls and then improve the quality of service that is provided. The qualitative check programme will continue to be improved throughout 2008 in order to develop individual team members and improve the quality of the service we deliver.

## **Registration objective 3 - Improve capacity planning**

The registration department depends on having adequate numbers of quality trained employees on hand to deliver the expected level and quality of service to deliver optimal results. That means we must pay strict attention to absenteeism, late arrivals, early departures, personal time off, sickness absence, and holidays. The registration team often get sudden and unplanned demand spikes and we have started to accurately record our workload so that we eliminate guess work from the scheduling process and fully exploit the benefits of workforce management. By continuing to implement effective workforce management processes we will be able to use our historical business information effectively to optimise the workforce to ensure that scheduled employees are in the right place at the right time and also identify if there are sufficient employees to meet our service levels.

## **Registration objective 4 - Employee development**

Our employee development policy needs to aim to ensure that we place the right people in the right role, and we invest in their recruitment, training and development. We have identified our skills shortages not only based on our current workload but our forecasted activity and begun a cross training programme for all registration advisors so that they are competent in delivering all registration processes effectively. This training programme needs to continue throughout 2008. All training requirements identified will be met either internally or externally by delivering appropriate training. We have already made significant progress in this area with all employees within the registration team commencing an Institute of Customer Services (ICS) training programme. The customer services managers have undertaken a professional certificate in contact centre management and strategy, which is an internationally recognised BTEC qualification. Also, in order to maximise the capability of our team leaders a bespoke training programme is currently being delivered by an external training provider to help support them improve the customer experience.

## Registration objective 5 - Manage projects within agreed timescales

The environment within which HPC operates is not static, but is instead changing as a result of many factors which include changes to legislation, to professions and to best practice. The following part of this document details the projects that will be resourced over the coming financial year towards meeting this aim:

- **Practitioner psychologists** - Project dealing with the on boarding of the practitioner psychologists to the HPC Register.
- **Hearing Aid Council** – Project dealing with the on boarding of hearing aid dispensers.
- **Equality and Diversity Demographic Data Collection** – Devise and implement a process to collect equality and diversity data from our registrants.
- **Online applications and renewals** – Develop and introduce an online system to provide applicants and registrants with the ability to interact with the HPC via the web.
- **Continuing Professional Development (CPD)** - Implementation of processes to audit and track registrants' evidence of CPD.
- **Improve identity checks** – Review of the application process to identify improvements that will reduce the risk of exposure to identity theft.
- **Registration fee change 2009** – Realignment of registration fee charges.
- **Independent Safeguarding Authority** – Project to design and implement processes to ensure the HPC complies with the Safeguarding of Vulnerable Groups Act.

### Annex 1 Registration department activities table 2008 – 2009

The table below sets out the registration department's day to day activities in the delivery of the registration objectives.

<b>Objective</b>	<b>Activity</b>	<b>Mitigate Risk Register Item</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Lead</b>
Manage business as usual activities within agreed service levels	<ul style="list-style-type: none"> <li>• Manage service delivery processes within service levels</li> </ul>	10.1	1 April 2008	Ongoing	RH
Improve quality of service delivery	<ul style="list-style-type: none"> <li>• Conduct and deliver quality checks programme providing registration advisors with individual feedback in regular 1 to 1 meetings</li> </ul>	10.1	1 April 2008	Ongoing	ML/CH
	<ul style="list-style-type: none"> <li>• Conduct and review call monitoring process and deliver individual feedback to registration advisors</li> </ul>	10.1	1 April 2008	Ongoing	ML/CH
	<ul style="list-style-type: none"> <li>• Improve computer telephony integration</li> </ul>	10.1	2 February 2009	31 March 2009	RH
Improve capacity planning	<ul style="list-style-type: none"> <li>• Continue to develop the capacity planning process to accurately forecast workload</li> </ul>	10.1	1 April 2008	Ongoing	RH

Objective	Activity	Mitigate Risk Register Item	Start Date	Completion Date	Lead
Employee development	<ul style="list-style-type: none"> <li>All Customer Services Managers complete professional contact centre qualification</li> </ul>	10.1	1 April 2008	Ongoing	RH
	<ul style="list-style-type: none"> <li>All registration employees to gain accredited customer service qualification</li> </ul>	10.1	1 April 2008	Ongoing	RH
	<ul style="list-style-type: none"> <li>Deliver long term training plan</li> </ul>	10.1	1 April 2008	Ongoing	ML/CH
	<ul style="list-style-type: none"> <li>Continue to review registration advisor training manual</li> </ul>	10.1	1 April 2008	Ongoing	ML/CH
	<ul style="list-style-type: none"> <li>Cross train all registration advisors</li> </ul>	10.1	1 April 2008	Ongoing	ML/CH

Objective	Activity	Mitigate Risk Register Item	Start Date	Completion Date	Lead
Manage projects within agreed timescales	<ul style="list-style-type: none"> <li>Practitioner psychologists - This project deals with the on boarding of the practitioner psychologists to the HPC Register.</li> </ul>	8.4	1 April 2008	31 March 2009	RH
	<ul style="list-style-type: none"> <li>Hearing Aid Council – this project deals with the on boarding of hearing aid dispensers.</li> </ul>	8.4	1 April 2008	31 March 2009	RH
	<ul style="list-style-type: none"> <li>Equality and Diversity Demographic Data Collection – Devise and implement a process to collect equality and diversity data from our registrants.</li> </ul>	8.6	1 April 2008	31 January 2009	CH/ML
	<ul style="list-style-type: none"> <li>Online applications and renewals – Develop and introduce an online system to provide applicants and registrants with ability to apply/renew with the HPC via the web.</li> </ul>	10.1	1 April 2008	31 October 2008	CH/ML
	<ul style="list-style-type: none"> <li>CPD - Implementation of processes to audit and track registrants’ evidence of CPD.</li> </ul>	8.1	1 April 2008	31 March 2009	RH
	<ul style="list-style-type: none"> <li>Improve identity checks – Review of the application process to identify improvements that will reduce the risk of exposure to identity theft.</li> </ul>	10.3	1 April 2008	Ongoing	RH
	<ul style="list-style-type: none"> <li>Registration fee change 2009 – Realignment of registration fee charges.</li> </ul>	8.2	1 April 2008	31 March 2009	RH

Objective	Activity	Mitigate Risk Register Item	Start Date	Completion Date	Lead
Manage projects within agreed timescales	<ul style="list-style-type: none"> <li data-bbox="464 464 1010 496">Independent Safeguarding Authority</li> </ul>	14.4	1 April 2008	31 December 2008	CH/ML

**Key**

RH - Richard Houghton  
 CH - Claire Harkin  
 ML – Marianne Lawrence

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## **Introduction**

The HPC Secretariat was established in January 2004.

Its role is to support the Council, committees and profession liaison groups of the HPC so that they are carry out their governance role effectively. The Secretariat works closely with the President, Chairmen and members of Council and with members of the Executive in providing this support.

The Secretariat also leads on matters relating to the Freedom of Information and the Data Protection Acts.

## **Main Areas of Responsibility**

The Secretariat main areas of responsibility are:

- (i) Provision of support, and implementation of best practice in relation to support, of Council and Committees
- (ii) Implementation of governance processes and procedures which have been agreed by Council
- (iii) Work with Council and Committees in review and updating of standing orders and related documents
- (iv) Organisation of induction and on-going training of members as agreed with the President and members
- (v) Provision of information for members in the form of a members' information pack and members' extranet
- (vi) Design of members' self-assessment system for agreement by Council, organisation of members performance reviews and implementation of required follow-up
- (vii) Work with the Electoral Reform Services in the management of the annual elections
- (viii) Work with the Appointments Commission and the HPC President in the management of the recruitment process for the appointment of lay members
- (ix) Organisation of annual meeting and Council away day
- (x) Preparation of timetable for, and drafting content of, annual report
- (xi) Drafting policies and procedures in relation to the Freedom of Information Act and Data Protection Act

## **This document**

This document: This document sets out the Secretariat workplan for the year 2008/2009. However, as explained below, it should be noted that the workload of the Secretariat over the coming year will be impacted by the timetable for the implementation of the governance changes proposed in the White Paper.

## **Resources**

The Secretariat consists of four employees as follows;

Colin Bendall	Secretary to Committees
Steve Rayner	Secretary to Committees
Niamh O'Sullivan	Secretary to Council
Vacancy	Team Administrator

### **Secretary to Committees**

The support of Committees is divided between two committee secretaries. The distribution of some of the other activities undertaken by the Secretariat, i.e. organisation of members' induction and training, performance review etc, between the two posts recognises the fact that the workload in support of some committees is higher than that for others.

### **Secretary to Council**

The Secretary to Council is responsible for the management of the department. The Secretary provides support to the Council. A major part of this work involves drafting governance policies and processes for agreement by Council.

### **Team Administrator**

The team administrator provides administrative support for the department and organises the Council away day and annual meeting. The team administrator also works with the finance department in the administration of members' claims.

## **Secretariat Activities 2008 – 2009**

### **Support for Council and Committees**

The provision of secretariat support for Council and its Committees will continue to be the main focus of the Secretariat's activities. Currently the Secretariat supports the Council, four statutory committees, three non-statutory committees and also the Chairs' Liaison Group. The Secretariat will continue to work closely with the President, Committee Chairs and members of the Executive in planning meetings, preparation of agendas and the provision of advice and support at meetings and the preparation of a programme action points.

The Secretariat will work with the Policy Department in supporting the professional liaison groups which are due to be set up this year.

The Secretariat is currently working on the organisation of the annual Council away day. Following the success of the evening event held in Wales a similar event will be held in Scotland.

*The timescale for completion of this objective is ongoing.*

This activity links to risks 1.1, 4.1 and 4.3 of the risk register.

### **Members' training**

Since the inception of the Council all members have taken part in a series of induction days.

In preparation for the appointment of the restructured Council the Secretariat will undertake a review of the induction and in doing this will seek feedback from current members and from members of the Executive.

The Secretariat has worked with the HPC Parliamentary Agent to provide members and the executive with training on the Council's responsibilities under the Health Professions Order 2001. Similar training sessions will be organised for new members of Council and the Executive in 2008.

The Secretariat will work with the Audit Committee in organising an annual training session for the Committee and also in sourcing other training in line with the Committee's needs.

Following analysis of the members' self-assessment reviews further training will be offered to individual members as required.

This activity links to risks 4.3, 4.5 and 4.6 of the risk register.

*The timescale for completion of this objective is July-December 2008.*

### **Provision of information for members**

A members' information pack was first produced in February 2004. Since that date it has been updated on an annual basis and the content has expanded considerably year on year. Members were issued with updates for the pack in March of this 2007. Following a review a decision has been taken to discontinue the practice of issuing the information pack in hard copy and to concentrate on the provision of information by means of the members' extranet.

This activity links to risk 4.1 and 4.5 of the risk register.

### **Members' extranet**

The Secretariat has established a members' extranet. This is accessible to all Council and non-Council Committee members and some members of the Executive. All updated Council policies are available on the extranet. There is also a news section and an information board. The extranet is used consistently by a number of Council members. Over the coming year the

Secretariat will carry out a survey of members and the executive to gather feedback on how they use the site and what they wish the site to contain. Following this the content will be expanded in line with users' needs.

*The timescale for completion of this objective is – August 2007 - ongoing*

This activity links to risks 4.5 of the risk register.

### **Members' Self-Assessment System**

Over the course of the past year the Secretariat has worked with the President and the Council in the design and implementation of a competency based self-assessment system. Telephone and face-to-face interviews have been organised with the President for all members. The system was reviewed by Council at its October away day and was agreed to be suitable to members needs. The Secretariat will begin the process of organising review meetings for all members early 2008 with the aim of completing these by July 2008.

*The timescale for completion of this objective is – July 2008.*

This activity links to risks 4.5 and 4.6 of the risk register.

This activity links to risk 4.1 of the risk register.

### **Impact of the White Paper**

The consultation on the Health Care and Association Professions Order 2008 was published on 21 December 2007. The legislation is likely to come into effect later this year.

The HPC President, Chief Executive and Secretary to Council had held a preliminary meeting with the Appointments Commission regarding the appointments process for the restructured Council. Following on from that meeting the Executive prepared a preliminary brief for the Appointments Commission regarding the process for appointment to the restructured Council. The Secretary to Council will continue to act as the main point of contact and liaison with the Appointments Commission in the recruitment process and will work with the Appointments Commission in the preparation of the role description, information pack and terms and conditions of appointment.

### **Council recruitment**

Currently the Council has two lay vacancies. The President and the Secretary to Council have been working with the Appointments Commission to recruit two replacement lay members. The completion of this exercise should coincide with the completion of the 2008 Council elections.

### **Council elections**

In view of the uncertainty regarding the publication of the legislation regarding the restructured Council the Council has begun the process for running the 2008 Council elections. Nomination papers were sent to all dietitians, operating department practitioners, and speech and language therapists on the HPC register in April 2008. A by-election is being held for to fill a clinical scientist vacancy which is being run alongside the Council elections. Ballot papers will be sent to registrants for these constituencies in June 2008.

### **External communications**

#### **Regulators' Governance Group**

In 2006 the Secretary to Council took the lead in working with other regulators in setting up a governance group to compare processes and discuss issues of common interest. Meetings are held 3 times a year. There are currently 15 members. A group emailing system has also been established and members meet on an individual basis from time-to-time. The Secretary to Council will take the lead over the coming year in expanding the membership of the group and also in organising further meetings.

*The timescale for completion of this objective is – ongoing.*

### **External facing activities**

#### **Annual report and accounts**

As part of its ongoing activities the Secretariat co-ordinates the planning process for the preparation of the annual report and prepares the content of the committee section of the report. The Secretariat will continue to work with other departments within the HPC, most notable the Communications Department in the preparation of the 2008 annual report.

*The timescale for completion of this objective is – ongoing.*

#### **Preparation of summary of Council agenda and decisions**

Over the past year the Secretariat has prepared a summary of the Council agenda and decisions for circulation to interested parties and for inclusion on the HPC website. The Secretariat will continue this activity over the coming year and will work with the Communications Department to expand the readership.

*The timescale for completion of this objective is – ongoing.*

#### **Annual meeting**

Following on from the success of the annual meeting in September 2007 the Secretariat will work with the Communications Department to plan the annual meeting in September 2008.

*The timescale for completion of this objective is September 2008.*

### **Privy Council – relationship management**

During the past year the Secretary to Council has become responsible for the management of the HPC's relationship with the Privy Council Office and also the management of processes associated with changes to the Health Professions Order 2001, the Rules and other related legislation. Over the coming year this work will involve working with the HPC Parliamentary agent and the Department of Health on the Section 60 Order relating to the regulation of the Applied Psychologists and the restructured Council.

Over the coming year the Secretary to Council will act as a point of contact between the HPC Solicitor and Parliamentary Agent regarding the new legislation and rules required following the completion of the consultation on the section 60 Order. The Secretary to Council will also work with the project manager in ensuring that the timetable for legislation is reflected in the project plans.

*The timescale for completion of this objective is ongoing.*

This activity links to risk 14.4 of the risk register.

### **Internal communications**

#### **Teams meetings and forward agenda plan**

Members of the Secretariat team have been discussing how we can understand and balance the needs of all our users both in terms of Council members and members of the Executive and also ensure that all users understand the function of the Secretariat and the services it provides. Over the coming year members of the Secretariat will attend team meetings of HPC departments, present at all staff meetings and attend listening events. The Secretariat is currently working on a forward agenda plan for Council and committee meetings for distribution to the executive to assist in work planning.

*The timescale for completion of this objective is July 2008.*

#### **Document retention, freedom of information and data protection**

During the past year the Secretariat has established a searchable electronic storage facility for the retention of Council and Committee papers. All Council and Committee papers are uploaded onto the system. The Secretariat is working with the Information Technology Department to enable all members of the Executive to have access to this facility.

The Secretary to Council is currently working with members of the Executive and HPC's legal advisor on information issues to undertake a review of current policies relating to information storage, retention and processing to ensure that these are in line with best practice.

The Secretariat will take the lead in a project to develop an information management strategy. This will involve the undertaking of an information audit to assist the Executive when considering whether an electronic records

management system should be purchased. The Secretariat has begun this process by contacting a number of information consultants to establish what services they can provide for HPC. A decision regarding staffing needs for this project will be taken during the year in time for the 2009/10 budget planning process.

*The timescale for completion of this objective is April 2008 and ongoing.*

### **Governance documents**

Since its inception in April 2002 the Council has agreed a number of governance documents. Over the past year the Financial regulations and Standing Orders have been updated and a review of the Members' Code of Conduct is currently being conducted. The Secretariat will work with the President, the Council and the Executive in ensuring that these documents are kept up to date and that they continue to be fit for purpose.

This activity links to risks 4.3 of the risk register.

*The timescale for completion of this objective is ongoing.*

### **Provision of Council and committee papers electronically**

The Secretariat is currently providing some Council members with their Council papers electronically. During the financial year 2008/9 a review of how this is working will be undertaken with a view to the providing the restructured Council and committees with all papers electronically. The Secretariat will work with the IT department in reviewing bespoke systems which are available or an individual system for HPC.

*The timescale for completion of this objective is April 2008.*

This activity links to risk 4.1 of the risk register.

### **Team development**

The Secretariat is a small department which provides a wide range of services to Council and Committee members and the executive. Team members undertake relevant training in order to maintain and improve the quality and the range of services provided. As part of the annual performance and development review system a programme of development which is tailored to the specific requirements of each team members' role is agreed. For the coming year the following has been put in place;

Colin Bendall – Secretary to Committees  
Training in risk management, Data Protection and Freedom of Information Acts, leadership skills and attendance at relevant conferences.

Steve Rayner – Secretary to Committees  
Training in relation to Freedom of Information and Data Protection Acts  
Attendance at relevant conferences

Niamh O'Sullivan – Secretary to Council

Work with the governance group. Attendance at meetings of two organisations of which she is a member and participation in induction and other training provided as part of the membership of these bodies. Continued involvement in the Institute of Chartered Secretaries and Administrators, membership of Company Secretaries Group and participation in review groups.

Team Administrator

Temporary person currently in post.

*The timescale for completion of this objective is ongoing.*

This activity links to risk 11.4 of the risk register.

## **Equality and diversity impact assessment statement**

### **Council and committee meetings**

The Secretariat will ensure that meetings held at Park House and elsewhere are accessible to those with disabilities.

### **Council recruitment**

The Secretariat will work with the Appointments Commission to ensure that candidates from a diverse range of backgrounds are targeted in a recruitment exercise for new members.

### **Members' training**

All current members have received equality and diversity training. An ongoing training programme is in place for new members.

### **Provision of Council and committee papers electronically**

The Secretariat will work with the Communications Department to develop the format of Council papers to ensure that these are accessible to all.



## Appendix 1: Achieving Secretariat Objectives in 2008 - 2009

Objective	Activity	Risk Register Item	Start Date	Completion Date	Lead
Facilitate the governance role of Council and Committees	Provision of support for Council, Committees, Chairmen's Liaison Group and PLGs	1.1 4.1 4.3		Ongoing	Team
Members' Development & Training	Provision of induction and Health Professions Order Training for new members  Updating members' information pack  Review and promotion of members' extranet  Ongoing implementation of members' competency based self-assessment system currently being piloted	4.3 4.5 4.6  4.1 4.5 4.5 4.5 4.6  4.3 4.5 4.10		Ongoing	SR  SB  SB  NO'S/ SR
Sharing of governance information among regulators	Organisation of email contact and meetings of governance leads from regulators,	4.1	Ongoing	Ongoing	NO'S

Ensure an effective appointments process for Council members	Work with the President and the Appointments Commission in the appointments and re-appointments process	4.10	Ongoing	Ongoing	NO'S
Ensure that HPC's FOI and Data Protection policies are in line with best practice	Review of HPC's policies relating to FOI and Data Protection			August 2008	NO'S/ SR
Ensure standing orders etc are up-to-date and in line with best practice	Work with President to ensure that documents are amended as required	4.3		Ongoing	NO'S <sup>1</sup>
Relationship with Privy Council	Management of amendments to legislation	14.4		ongoing	NO'S
Provision of Council and Committee papers electronically	Pilot being conducted with a number of Council members, review of pilot, work with IT dept	4.1			
Team Development	Put in place a personal training programme for each team member	14.4	April 2008	April 2009	Team

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<sup>1</sup> Niamh O'Sullivan

