

Council, 3 December 2015

Secretariat report

Executive summary and recommendations

**Introduction**

The report provides an update about the activities of the Secretariat Department.

**Decision**

The Council is requested to discuss the report.

**Background information**

None

**Resource implications**

None

**Financial implications**

None

**Appendices**

None

**Date of paper**

23 November 2015

## **Secretariat Department – Council meeting, 3 December 2015**

The following provides an update about some of the work of the Department.

### **Appointments – Council member**

The process to recruit one registrant member of the Council commenced in July, with interviews being held in October. On 9 November, a submission was made to the Privy Council setting out the assessment and selection panel's recommendation. At the same time, a submission was made to the PSA which set out the process that was followed. A decision from the Privy Council is due in December in order that the Council member can take up office from 1 January 2016.

### **Freedom of Information and Data protection**

As you are aware, the Secretariat department manages the information governance function which includes responding to requests for information received under the Freedom of Information and Data protection Acts.

In recent months, we have received the following numbers of FOI / DPA requests:

July	40
August	40
September	56
October	45

The Council will be invited to consider a six monthly report setting out the numbers of requests for information received together with information about incident reporting and management. Reports will continue to be provided on a six monthly basis.

The Executive management team receive similar reports on a monthly basis and these set out in detail information incident reports together with recommendations from the Information Governance Manager and a management response. The report also sets out measures taken in relation to previous recommendations.

### **Customer service feedback**

The Department also manages the customer service function which works with the other Departments to manage and log complaints and feedback about the work of the HCPC.

The Council will be invited to consider a six monthly report analysing complaints and feedback received since May. Reports will continue to be provided on a six monthly basis.

The Executive Management Team considers monthly reports detailing every complaint received, the response and any corrective actions identified.

### **BSI Audit**

On 22 October, the Secretariat department were involved in the BSI audit which is an assessment to ensure that we continue to meet our requirements under ISO 9001:2008. The audit looked at our work in relation to Council processes, customer services and information governance. It was reported that the areas assessed during the course of the visit were found to be effective.

### **External Meetings**

Members of the Secretariat attended the following meetings:-

- 30 September - Cross Government Complaints Forum

### **Training for Employees**

- 26-30 October: CISMP (certificate in information security principles). Claire Amor passed this course with distinction;
- 20 October and 19 November: HCPC Introduction to Management course;
- 3 December: Giba Begum will be attending the second module of her Level 3 Foundation Certificate in Human Resources Practice.