

Council

Minutes of the 107th meeting of the Health and Care Professions Council as follows:-

Date: Wednesday 21st September 2016

Time: 2pm

Venue: The Council Chamber, Health and Care Professions Council, Park House,
184 Kennington Park Road, London SE11 4BU

Present: Elaine Buckley (Chair)
Maureen Drake
Richard Kennett
Sonya Lam
Joanna Mussen
Robert Templeton
Graham Towl
Joy Tweed
Nicola Wood

In attendance:

Claire Amor, Information Governance Manager
Kayleigh Birtwistle, Quality Compliance Auditor
Roy Dunn, Head of Business Process Improvement
Guy Gaskins, Director of Information Technology
Andy Gillies, Director of Finance
Phil Hallam, Professional Standards Authority
Teresa Haskins, Director of Human Resources
Kelly Holder, Director of Fitness to Practise
Jacqueline Ladds, Director of Communications
Hollie Latham, Policy Officer
Luane Nisbet, Professional Standards Authority
Greg Ross-Sampson, Director of Operations
Marc Seale, Chief Executive and Registrar
Natasha Wynne, Policy Officer

Public Agenda – Part 1

Item 1.16/140 Chair's welcome and introduction

- 1.1. The Chair welcomed Council members and those seated in the public gallery to the 107th meeting of Council.

Item 2.16/141 Apologies for absence

- 2.1 Apologies were received from Stephen Cohen and Stephen Wordsworth.

Item 3.16/142 Approval of Agenda

- 3.1 The Council approved the agenda.

Item 4.16/143 Declaration of Members' interests

- 4.1 Nicola Wood declared an interest as a non-executive Director of the Board of the Information Commissioner's Office. This interest had particular relevance to item 15.ii 'Consultation on the revised guidance on confidentiality'.

Item 5.16/144 Minutes of the Council meeting of 6 and 7 July 2016

- 5.1 The Council considered the minutes of the 106th meeting of the Health and Care Professions Council.
- 5.2 The Council amended the minutes to show the attendance of Eileen Mullan. It was also agreed that reference to the clean audit report provided by Grant Thornton would be added to item 6 of day two of the meeting.
- 5.3 The Council agreed the minutes.

Item 6.16/145 Matters arising

- 6.1 The Council noted those matters arising from the meetings held on 6 and 7 July 2016.
- 6.2 The Council noted the report.

Item 7.16/146 Chair's report

- 7.1 The Council received a report from the Chair.

7.2 The Chair attended the 11th annual Allied Health Scientific Conference and gave a presentation focusing on stakeholder engagement. The Chair also spent a day with the Malaysian Ministry of Health and discussed their pending implementation of the Allied Health Professions Act 2016. The regulator being established as a result of this Act differs from the HCPC in that it is taking on the professional body role as well.

7.3 The Council noted the report.

Item 8.16/147 Chief Executive's report

8.1 The Council received and noted a report from the Chief Executive.

Item 9.16/148 New Regulatory body for social work

9.1 The Council received a verbal update on developments following the announcement on 14 January 2016 by Rt. Hon. Nicky Morgan MP, Secretary of State for Education that a “new regulatory body for social work” would be setup in England.

9.2 During discussion the following points were noted:-

- on 13 July, the House of Commons Education Committee published its report on its inquiry into social work reform. The Committee was critical of the Government's plans to reform regulation;
- the Children and Social Work Bill was debated by the House of Lords Grand Committee in July, some concerns were raised about the proposals for a new regulator. Voting on amendments will take place during the next parliamentary session;
- in August, the Director of Operations and the Director of Policy and Standards met with civil servants from the Department of Health (DoH) and the Department for Education (DfE) who had been newly allocated to this policy area;
- HCPC attended a formal meeting with DOH and DfE officials on 20 September. The meeting planned for 11 July was cancelled;
- there have been reductions to the number of staff at DoH. The Head of Regulation at DoH is new in post and a meeting between this post holder and the HCPC has been arranged; and
- at the recent EMT strategy day the proposals for a new regulatory body for social workers in England had been explored. A risk register for the 'project' of a transfer of the register is being assembled, similar to that produced for the GSCC transfer. Sensitivity analysis is being led by the Director of Finance.

- 9.3 The Council discussed proactive stakeholder engagement on the issue of social work reform. The Council agreed to invite the Chief Social Workers to present to the Council at a future date.
- 9.4 The Council agreed that the Audit Committee should consider the project risk register for the transfer of the register of social workers in England in December, when more detail on proposals are likely to be known.
- 9.5 The Council agreed that the HCPC needed to communicate its ongoing role as regulator to social workers in England. Standards of proficiency for social workers have recently been reviewed and consulted and the profession is currently in registration renewal.
- 9.6 The Council noted the paper.

Item 10.16/149 Reforming health and care professional regulation

- 10.1 The Council received a presentation from the Chief Executive regarding health and care professional regulation reform.
- 10.2 During discussion, the following points were noted:-
- on 6 July the DoH convened meeting of the regulators to discuss 'upstream measures';
 - in addition, DoH ran a series of five 'pre consultation events' focusing on the purpose of regulation, agility and cost-effectiveness;
 - at these events there was general consensus that legislative reform was needed for modernisation, and that greater autonomy would allow processes to be streamlined enabling more resource to be spent on prevention; and
 - DoH intends to consult in the autumn, this is dependent on Ministerial approval.
- 10.3 In response to a question about the progress of the PSA's performance review, it was noted that a new approach had been introduced this year and that the process was almost complete.
- 10.4 The Council noted the report.

Item 11.i.16/150 Finance report

- 11.i.1 The Council received a paper from the Executive.

11.i.2 The report sets out the main activities of the Finance Department since the July 2016 meeting of Council. It included statistical information and highlights key work undertaken

11.i.3 During discussion, the following points were noted:-

- HCPC is now paying fees for all non-FTP Partner work automatically rather than by claim. Direct payment for FTP work will begin in October;
- as part of their 2015-16 audit, the NAO made an observation about the budgeting and management accounts process. A paper on this is included on today's meeting agenda;
- FTP expenditure is currently 10% over budget;
- an FTP 3 month budget reforecast is undertaken as the years caseload is clearer at that point;
- major projects are £671k under budget, a significant part of that is due to the 186 Kennington Park Road renovation project, which will carry over into 2017-18; and
- budget holders will reforecast their spend for 2016-17 in October, based on the first six months of actual spend.

11.i.4 In response to a question about whether the FTP year to date overspend cast doubt on the appropriateness of the assumptions on which the 2016-17 budget was based, it was noted that FTP spend in 2015-16 was within 1% of the 2015-16 month 9 and month 6 reforecasts and within 2% of the original 2015-16 budget, and the budget for 2016-17 was set using the same model and similar assumptions. The Director of FTP confirmed that the year to date overspend is primarily due to an unexpected increase in preliminary hearings, hearing adjournments and interim order applications. The FTP department realignment aims to create efficiencies through streamlined process and specialist teams to better deal with increasing complexity.

11.i.5 In response to a question it was noted that the new tribunal suite at 405 Kennington Park Road is being used at 95% capacity, but an evaluation of its impact will be undertaken.

11.i.6 The Council discussed the major projects underspend. The Council requested a paper in December 2016 focusing solely on projects including financial aspects.

11.i.7 The Council noted the paper.

Item 11.ii.16/151 Management accounts process

11.ii.1 The Council received a paper from the Executive.

11.ii.2 The Council noted that the NAO's report to Audit Committee and Council following their 2015-16 audit was critical of the variance analysis in HCPC's management accounts and recommended that HCPC "should agree on the level of granularity and type of detail needed in its management accounts for budget holders and for Council".

11.ii.3 During discussion, the following points were noted:-

- as part of their annual audit, NAO sought to take assurance from the monthly management accounts as a high level control. They felt unable to do this due to a perceived weakness in variance analysis;
- the paper sets out the management accounts process for explaining variances, recommended criteria for EMT and Council to adopt in discussing them, and a proposed response to the NAO's recommendation. The paper was discussed by Audit Committee on 6 September, and the Committee agreed to recommend it to Council for approval;
- the management accounts process is intended to assist budget holders to manage budgets and it currently achieves this. In 2015-16, total actual expenditure was within 1% of the original budget. The figures in the month 12 management accounts were carried through into the audited statutory accounts without adjustment;
- the process clarified in the paper aims to be more consistent in variance analysis, normally focusing on significant variances greater than £30,000 and 5%. EMT will continue to focus more attention on overspends than on underspends; and
- NAO were present when the Audit Committee discussed the paper and were content with the approach taken.

11.ii.4 The Council approved the management accounts process and the criteria for discussing variances and the proposed response to the NAO's recommendation.

Item 12.16/152 Comparison between actual and budgeted total registrants 2008 to 2016

12.1 The Council received a paper from the Executive.

12.2 The Council noted that at its meeting in July 2016 it requested a report on the accuracy of the registrant number forecast.

12.3 The Council noted the consistent accuracy of the forecast and the assurance it provides. The Council thanked the Head of Business Process Improvement for his sustained efforts in preparing it.

12.4 In response to a question it was noted that no decrease has been seen in EU applicants since the referendum vote. DoH have issued a call for information on how the UK leaving the European Union will affect the healthcare sector.

12.5 The Council noted the paper.

Item 13.16/153 Policy and Standards report

13.1 The Council noted this paper.

Item 14.i.16/154 Standards of Conduct, Performance and Ethics user guide

14.i.1 The Council received a paper from the Executive.

14.i.2 During discussion, the following points were noted:-

- the standards of conduct, performance and ethics (SCPE) were recently revised, one of the recommendations from engagement work was to produce an accessible guidance to the standards for service users;
- the guide provides information on how they should expect their health and care professional to behave and what options are available if there is a concern that a professional is not meeting the standards;
- the new guide will replace the 'Is your health and care professional registered?' leaflet, and will be used in a number of ways in order to engage with service users and raise awareness of the role of the HCPC; and
- before publication, the guide will be reviewed by the Plain English Campaign.

14.i.3 The Council discussed the 'other contacts' section of the guidance. It was agreed that Healthwatch, the Patient Advice and Liaison Service (PALS) and the Local Government and Social Care Ombudsman should be added to this list. It was noted however that the list is not exhaustive.

14.i.4 The Council noted that PALS is not a patient representative group and this should be amended on page 17 of the guidance.

14.i.5 The Council discussed the format of the guidance. It was noted that focus groups preferred the leaflet format, and that this format has the highest uptake through the GP surgery waiting room campaign. In response to a question it was noted that a digital version of the guidance has not yet been considered and will be explored.

14.i.6 The Council agreed the text of the publication, subject to formal legal scrutiny and 'Plain English' editing.

Item 14.ii.16/155 Outcomes on the consultation on Social Worker (in England) Standards of Proficiency

14.ii.1 The Council received a paper from the Executive.

14.ii.2 The Council noted that the standards of proficiency for social workers in England were first published in 2012 prior to the opening of the Register to this profession. The Executive recently reviewed the standards following the conclusion of a three year programme of visits to pre-registration education and training programmes.

14.ii.3 During discussion the following points were noted:-

- a number of activities took place to support the review including surveys of stakeholders and a workshop;
- the draft revised standards were publicly consulted on between 1 April 2016 and 24 June 2016;
- 125 responses to the consultation were received;
- the advice of the social worker registrant member of Council was sought when considering the responses and preparing the revised draft standards; and
- the Education and Training Committee considered the paper at their meeting on 8 September and agreed to recommend it to Council for approval.

14.ii.4 The Council noted that the Education and Training Committee requested further consideration of the use of the term 'co-production'. Following a review, the Executive is confident the term is well understood in the profession.

14.ii.5 The Council expressed regret that DfE and the two Chief Social workers did not respond to the consultation, as this would have been an opportunity to work with the HCPC to make the improvements in social worker regulation in England they have stated are required.

14.ii.6 The Council approved the revised standards of proficiency for social workers in England and the text of the consultation analysis documents, subject to minor editing amendments and formal legal scrutiny.

Item 14.iii.16/156 Consultation on revised CPD guidance

14.iii.1 The Council received a paper from the Executive.

14.iii.2 During discussion the following points were noted:-

- the proposed consultation concerns a revised version of the long guide: 'Continuing Professional Development and your registration'. This will replace the existing guidance of the same title. The short guide will no longer be published as it is now distributed very little;
- the review has taken into account the findings of the market research study carried out by Qa research: 'Perceptions and experiences of the HCPC's approach to continuing professional development standards and audits';
- in the research, the guidance materials were viewed positively by the majority, with some requesting improved clarity in specific sections;
- the Education and Training Committee considered the paper at their meeting on 8 September and agreed to recommend it to Council for approval; and
- the consultation will run from October 2016 to January 2017.

14.iii.4 The Council agreed the text of the consultation document and draft revised guidance for consultation, subject to minor editing amendments.

Item 14.iv.16/157 Annotation of medicine exemptions for orthoptists

14.iv.1 The Council received a paper from the Executive.

14.iv.2 The Council noted that legislative amendments which came into effect on 1 April 2016 introduced exemptions to enable orthoptists to sell and supply certain prescription only medicines on their own initiative.

14.iv.3 A further amendment is needed in order to require orthoptists to obtain an annotation on the HCPC Register before using the exemptions in their practice. Due to a delay, this is now not expected to be in place until April 2017.

14.iv.4 During discussion the following points were noted:-

- the Council has discretionary powers to annotate the Register to indicate where a registrant has undertaken additional training;
- due to a drafting error in the legislation, there is currently no legal requirement for an orthoptist to gain an annotation on the Register before using the medicine exemptions in their practice;
- amendments to the legislation are currently planned for April 2017. If the HCPC exercises its powers to annotate the register the

requirement for annotation will be a regulatory expectation rather than an legal obligation, until the legislation is amended;

- if the Council exercises its powers, work to implement the annotation would proceed as originally planned, including publishing the standards in October 2016 and enabling education providers to request approval visits;
- advice from the Solicitor to the Council states that for public protection reasons, orthoptists should be expected to gain an annotation through completion of an approved programme before exercising the new entitlement; and
- the Education and Training Committee recommended to the Council publication of the standards and annotation at its meeting on 8 September 2016.

14.iv.5 The Council agreed that an update on the annotation of medicine exemptions for orthoptists would be provided to Council in May 2017 when the legislative amendments are expected to have been made.

14.iv.6 The Council agreed to;

- publish the standards for the use of exemptions by orthoptists and begin the process of approving programmes against those standards; and
- exercise its discretionary powers to annotate the Register entries of orthoptists who successfully complete approved training in the use of medicine exemptions (should the necessary legislation which would mandate this not be in place at that time).

Item 15.i.16/158 Consultation on draft social media guidance

15.i.1 The Council received a paper from the Executive.

15.i.2 The Council noted that the revised SCPE include a standard about appropriate use of social media. Guidance has been produced to support this standard.

15.i.3 During discussion the following points were noted:-

- HCPC have previously produced a page on the website with advice about how to use social media in a way that meets the standards, but during the review of the SCPE registrants requested specific published guidance;
- the Executive contracted a third party to undertake an online 'crowdsourcing' exercise to inform the development of the guidance.

313 people participated in the exercise, the majority were registrants. There were 2,081 contributions (ideas, comments and votes);

- the Executive also took into account the requests for advice received previously and the small number of fitness to practise cases which have involved inappropriate use of social media;
- at its meeting on 8 September 2016, the Education and Training Committee recommended the consultation document and draft standards to Council for approval; and
- it is proposed that the consultation on the draft guidance takes place between 3 October 2016 and 13 January 2017.

15.i.4 The Council agreed the text of the consultation document and the proposed guidance, subject to minor editing amendments.

Item 15.ii.16/159 Consultation on the revised guidance on confidentiality

15.ii.1 The Council received a paper from the Executive.

15.ii.2 During discussion the following points were noted:-

- the HCPC first published 'Confidentiality – guidance for registrants' in 2008;
- SCPE include requirements about respecting the confidentiality of service users' information;
- the Executive has reviewed of the guidance with the aim of ensuring that it remains relevant to registrants and accurately reflects changes to the SCPE;
- the guidance provided by other regulators has been reviewed, as well as relevant fitness to practise cases and queries received from registrants on this topic in the past;
- the Education and Training Committee recommended the consultation text and draft guidance to Council for approval at their meeting on 8 September 2016; and
- the consultation is planned to take place between 3 October 2016 and 13 January 2017.

15.ii.3 The Council agreed the text of the consultation document and the proposed revised guidance, subject to legal scrutiny and minor editing amendments.

Item 16.16/160 Information Technology report

16.1 The Council noted this paper.

Item 17.16/161 Communications report

17.1 The Council noted this paper.

Item 18.16/162 Any other business

18.1 There were no additional items for consideration.

Chair:

Date:

Draft

Council

Minutes of the second day of 107th meeting of the Health and Care Professions Council as follows:-

Date: Thursday 22 September 2016

Time: 10am

Venue: The Council Chamber, Health and Care Professions Council, Park House, 184 Kennington Park Road, London SE11 4BU

Present: Elaine Buckley (Chair)
Maureen Drake
Richard Kennett
Sonya Lam
Eileen Mullan
Joanna Mussen
Robert Templeton
Graham Towl
Joy Tweed
Nicola Wood

In attendance:

Claire Amor, Information Governance Manager
Natalie Berrie, Registrations Manager
Jonathan Bracken, Solicitor to Council
Roy Dunn, Head of Business Process Improvement
Brendon Edmonds, Head of Educational Development
Guy Gaskins, Director of Information Technology
Andy Gillies, Director of Finance
Teresa Haskins, Director of Human Resources
Kelly Holder, Director of Fitness to Practise
Zoe Maguire, Head of Adjudications
Greg Ross-Sampson, Director of Operations
Marc Seale, Chief Executive and Registrar

Public Agenda – Part 2

Item 1.16/163 Chair's welcome and introduction

- 1.1. The Chair welcomed Council members and those seated in the public gallery to the second day of the 107th meeting of Council.

Item 2.16/164 Apologies for absence

- 2.1 Apologies were received from Stephen Cohen and Stephen Wordsworth.

Item 3.16/165 Approval of Agenda

- 3.1 The Council approved the agenda subject to item 6 'Fitness to Practise report' being for discussion rather than to note.

Item 4.i.16/166 Human Resources and Partners report

- 4.i.1 The Council received a paper from the Executive.
- 4.i.2 During discussion the following points were noted:-
 - a new e-Learning system has been implemented and an in-depth review of organisational and departmental learning needs has been completed;
 - arrangements for Work Shadowing across the HCPC have been formalised. A Scheme and Policy for all employees has been introduced and take up rates have been high;
 - HR and Communications are currently producing an action plan resulting from the all employee survey results. This will be considered by the EMT in October and will be on the Council's agenda in December 2016; and
 - a total of 124 applications were submitted for the two lay Council member roles, shortlisting is ongoing.
- 4.i.3 In response to a question it was noted that the number of employee vacancies filled by internal candidates is lower than normal as many of the positions were specialist roles requiring very specific skill sets.
- 4.i.4 The Council discussed the level of temporary positions in the FTP department. It was noted that many of these positions have now been made permanent, and that this is dependent on workload needs. It was also necessary to delay some recruitment as part of the realignment of the FTP

department in order to allow fair access to the roles available. The Council requested that future Partner training dates be shared with Council members routinely.

4.i.5 The Council noted the report.

Item 4.ii.16/167 Employee exit interview report

4.ii.1 The Council noted this paper.

Item 5.16/168 Fitness to Practise report

5.1 The Council received a paper from the executive.

5.2 During discussion the following points were noted:-

- the PSA has referred one matter to the high court using their section 29 powers. Two further section 29 cases were considered in July. One case was settled in advance of the hearing, in the other case the registrant refused to resolve the case by consent. In both cases the HCPC had to pay a proportion of the PSA's costs;
- the HCPC was successful in defending the decision of a panel in a judicial review application and costs have been awarded;
- the PSA have provided the HCPC with learning points in relation to three cases. The PSA is currently consulting with all regulators on their approach to learning points;
- a bespoke series of customer service training workshops for all FTP employees have been developed in collaboration with Purple Training. The workshops will focus on what is good customer service, phone and written communication and responsiveness;
- John Barwick will cover Kelly Holder's role as Director of Fitness to Practise when Kelly starts her maternity leave in December. Recruitment is underway for backfill for the role of Head of FTP operations and substantive cover for the Head of Case Reception and Triage; and
- Brian James will cover the role of Head of Adjudication in a care and maintenance capacity, in addition to his substantive post, with other members of the adjudication team taking on increased responsibility.

5.3 The Council discussed the arrangements for maternity cover in the Department and the risk resulting from a high number of management positions being covered at one time. It was noted that as legal services are outsourced, some risk is transferred to the provider. The Council agreed that

the FTP report should be for discussion at each future Council meeting, whilst the cover arrangements are in place.

- 5.4 In response to a question it was noted that no PSA learning points had been received for 18 months prior to the set received in June. PSA learning points are reported to Council and these will be included in a future report though it was important to recognise that Panels are independent.
- 5.5 The Council discussed recent difficulty in securing Partners for half day hearings held in the UK home countries. The Council agreed that policy should be flexible enough to recognise when a half day hearing amounted to a full day's commitment.
- 5.6 The Council noted the report.

Item 6.16/169 Fitness to Practise 2015-16 Annual Report

- 6.1 The Council received a paper from the Executive.
- 6.2 The Council noted that the report provides a factual summary of fitness to practise activity for the period 1 April 2015 to 31 March 2016 and includes the same data sets, and follows a similar format, to previous reports.
- 6.3 During discussion the following points were noted:-
 - following the decision made by Council last year the report no longer includes a list of final hearing decisions;
 - as in previous years, a separate, shorter document, Fitness to Practise – key information 2016, will be published alongside the Fitness to Practise Annual Report; and
 - in response to a question about the intended audience for the report, the Council noted that it is important to educators, other regulators, registrants and is a popular publication at the 'Meet the HCPC' events. Furthermore, it is a legislative requirement that this is produced every year.
- 6.4 The Council discussed benchmarking HCPC FTP data to other regulators data. It was noted that this is data the PSA holds. As the regulators legislation varies, the data included in the annual FTP reports also varies and this makes comparison difficult.
- 6.5 The Council agreed the text of the 2015-16 Fitness to Practise Annual report, subject to any necessary editorial or stylistic amendments.

Item 7.16/170 Prosecution Policy

- 7.1 The Council received a paper from the Executive.

7.2 The Council noted that the Prosecution Policy sets out the HCPC's enforcement approach in relation to offences under Article 39 of the Order

7.3 During discussion the following points were noted:-

- the Policy was last considered by Council in 2012;
- the revisions arise from a recent review of the process, the changing nature of the concerns received and feedback from those involved in the process; and
- a number of areas in the policy have been clarified, a new section on instructing inquiry agents and liaison with the police or trading standards has been added.

7.4 The Council discussed engagement with registrants on the subject of protection of title. It was suggested that social media could be used to inform registrants of the HCPC's powers and limitations in this area. The revised Policy will be a matter for discussion at forthcoming annual professional body meetings.

7.5 The Council approved the revised Prosecution Policy.

Item 8.16/171 Proceeding in Absence Practice Note

8.1 The Council received paper from the Executive

8.2 The Proceeding in Absence Practice Note has been reviewed and has had substantial updates to take account of updated case law.

8.3 The updated Practice Note places greater emphasis on the Panel's discretion to proceed in the absence of a registrant, as well outlining the responsibilities of the HCPC and the Panel to ensure that where a registrant is absent that the hearing is conducted fairly and progressed expeditiously.

8.4 The Council approved the revised Proceeding in Absence Practice Note.

Item 9.16/172 Proposed changes to the registration appeals process

9.1 The Council received paper from the Executive

9.2 During discussion the following points were noted:-

- the newly formed Registration Appeals team became operational on 11 January 2016, this area having been transferred from the Fitness to Practise Department to the Registration Department;

- the procedure for Registration Appeals is set out in statutory rules made by the Council, the Health and Care Professions Council (Registration Appeals) Rules 2003 (the appeal rules);
- the Practice Statement provides guidance on the management of registration appeals and should be read in conjunction with the appeal rules;
- the statement provides guidance on the existing Registration Appeals process and also elaborates on the Appeal Panel's full case management powers.

9.4 The Council discussed the legislative requirement for a member of Council to Chair the Registration Appeal Panel. As Education and Training Committee members are ineligible, this further reduces the number of potential chairs and is a risk to the process. It was noted a change to the use of Partners was included in a section 60 order for the regulation of public health specialists. However, this was not taken forward by government.

9.5 The Council agreed that a footnote to page 7 should be added explaining that in practice the functions of the Education and Training Committee in this process are delegated to the Registration team.

9.6 The Council approved the Registration Appeals Practice Statement.

Item 10.16/173 Education report

10.1 The Council noted this item.

Item 11.16/174 Minutes of the Education and Training Committee Meeting 8th September 2016

11.1 The Council noted the minutes of the public section of the 71st meeting of the Education and Training Committee.

Item 12.16/175 Operations report

12.1 The Council noted this item.

Item 13.16/176 Secretariat report

13.1 The Council noted this item.

Item 14.16/177 Six monthly review of Information Governance

14.1 The Council received paper from the Executive.

14.2 The report covered the period January to June 2016

14.3 During discussion the following points were noted:-

- following the on-boarding of social workers in 2012 the HCPC saw a sharp increase in information requests. This has now levelled and no large increases were seen in 2015 or 2016 so far;
- the reporting period has seen an increase in the number of registration data requests, with many requestors citing a dissertation or research project;
- in April an Information Governance Officer post was added to the Secretariat department to assist in the cover arrangements for the Director; and
- no information incidents have been reported to the ICO in 2016 to date, no incidents were reported in 2015. Two were reported in 2014 but these did not meet the ICO's threshold for enforcement and were closed with no further action.

14.4 The Council noted the report.

Item 15.16/178 Six monthly review of feedback and complaints

15.1 The Council received paper from the Executive

15.2 The report covered the period October 2015 to March 2016.

15.3 During discussion the following points were noted:-

- during the reporting period, HCPC implemented the ISO Standard for complaints management, ISO 10002 and achieved certification with BSI;
- the Council discussed complaints about the direct debit process. It was noted that improvements will feed into the registration system project which is currently ongoing; and
- in response to a question it was noted that the HCPC does not actively seek positive feedback however, the Registrations and FTP teams do regularly seek feedback on processes from stakeholders engaging with them.

15.4 The Council agreed that the table in paragraph 4.2 should include the total numbers of registrants in each profession. It was also agreed a separate heading 'resolved through further information' should be added to the report.

15.5 The Council noted the report.

Item 16.16/179 Minutes of the Audit Committee Meeting 6th September 2016

- 16.1 The Council considered and approved the minutes of the public section of the 55th meeting of the Audit Committee.

Item 17.16/180 Internal audit of whistleblowing

- 17.1 The Council received paper from the Executive.

Item 18.16/181 Feedback from Council Member attendance at events

- 18.1 Joanna Mussen thanked the registration team for the recent day she spent with them observing the registration process. The day was well planned and very beneficial to her understanding. She encouraged Council members to take part in a similar observation day.
- 18.2 Sonya Lam and Eileen Mullen attended a pre consultation event, where they found there was a positive view of the HCPC as a multi-profession regulator.

Item 19.16/182 Chief Executive's Summary of key issues

- 19.1 The Chief Executive noted that the current climate was one of continuous change.

Item 20.16/183 Any other business

- 20.1 There were no additional items for consideration.

Item 21.16/184 Meeting evaluation

- 17.1 The following points were discussed:-
- the Council agreed that the CEO report should include a narrative section similar to the Chair's report;
 - the balance between business to note and to discuss requires further thought;
 - cross-departmental themed papers with less operational detail would be welcomed. A paper on financing of projects would be presented in December;
 - the FTP report will be to discuss at all future meetings as key members of the FTP management team will be on maternity leave

during 2017. The report contents are currently being reviewed by the FTP management team;

- discussion on items should be clearly defined and not merge into other items on the agenda;
- consideration should be given to holding meetings on one day rather than over two days, based on the duration of recent meetings; and
- separation between public and private matters very important and needs to be explicitly stated within the minutes.

Item 22.16/185 Date and time of next meeting:

Wednesday 7th December 2016 at 2pm and Thursday 8th December 2016 at 10am at Park House, 184 Kennington Park Road, London SE11 4BU.

Item 23.16/186 Resolution

The Council is invited to adopt the following:

‘The Council hereby resolves that the remainder of the meeting shall be held in private, because the matters being discussed relate to the following;

- (a) information relating to a registrant, former registrant or application for registration;
- (b) information relating to an employee or office holder, former employee or applicant for any post or office;
- (c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- (d) negotiations or consultation concerning labour relations between the Council and its employees;
- (e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Council;
- (f) action being taken to prevent or detect crime to prosecute offenders;
- (g) the source of information given to the Council in confidence; or
- (h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Council’s functions.’

Item	Reason for Exclusion
24	H

Item 24.16/187 Minutes of the private Audit Committee meeting of 6 September 2016

- 24.1 The Council considered and approved the minutes of the private section of the 55th meeting of the Audit Committee.
- 24.2 The matters contained within the private minutes were considered to be confidential as they related only to the performance review of the HCPC's internal auditors.

Chair:

Date:

Draft