

Council, 27 May 2021

Matters arising

## Introduction

Below is the actions list as agreed at the public meetings of the Council held on 25 February, 23 March and 12 April 2021, and 3 December and 28 July 2020.

	Action point (and location in minutes)	Action for	Comment
<b>12 April 2021</b>			
	<b>Item 2. 21/57 Interim Budget 2021-22</b>		
1	(The Chair of ARAC) encouraged the Executive to seek to achieve the Corporate Plan 2021-22 within the HCPC's current resource and emphasised the need to ensure that efficiency benefits set out in business cases were subject to benefits realisation monitoring. (2.5)	SMT	Work is underway on a investment business case template to make benefits realisation tracking requirements more explicit as a requirement for investment.
2	(The Chief Executive) added that the SMT would work to ensure budget holders were aware of their responsibilities and felt empowered to manage their areas within their budget envelope with a greater link between performance and budget results. (2.10)	SMT	This is underway, the final budget it to be presented in July on this basis of accountability.
3	(The Executive Director of Corporate Services) added that a cost improvement programme would be produced and would form part of the financial strategy to be presented to Council in July 2021. (2.11)	ED of Corporate Services	On track to be delivered in July.
4	The Council asked if there were activities within the Corporate Plan that could be postponed. The Executive Director or Corporate Services advised that the SMT would review the activities to ensure the timing of expenditure was appropriately phased. (2.12)	SMT	Underway. The deliverables are presented as part of the CEO report without target dates as these are being agreed in line with the final budget for 21-22.
5	The Council asked for more detail on the headlines of the costs in table B of the paper. The Executive Director of Corporate Services agreed this would be provided in the full budget. (2.16)	ED of Corporate Services	On track to be delivered in July.
6	The Council agreed that overspends and savings should receive greater focus in the standing finance report to Council. (2.17)	ED of Corporate Services	New monthly management accounts format to be presented to PRC on 3 June

**23 March 2021**

7	<p><b>Item 1.v. 21/30 Matters arising</b></p> <p>The Council discussed matter arising 13, which related to the development of a FtP customer service charter. The Council advised the Executive that this should be a simple guide to what a registrant should expect when part of an FtP process, both of the engagement with the process and how the HCPC could be expected to work with them. The Head of FtP agreed that the document would reflect this direction. <b>(1.v.1)</b></p>	ED of Regulation	<p>Completed – Charter developed by FtP team. Shared with some Council members for feedback.</p> <p>FtP team have also developed a simple ‘what to expect guide’ about our FtP process and timeliness. Again, this has been shared with some Council members for feedback.</p>
8	<p><b>Item 3. 21/32 Chief Executive’s performance report</b></p> <p>The Council requested an update on the scale and impact of the return to practice process on maternity leavers. The Executive agreed to provide this update at the May meeting of the Council. <b>(3.3)</b></p>	ED of Policy and Ext Relations	An equality impact assessment will be brought to Council as part of the RTP consultation papers in September 2021
9	<p>The Council noted the annual review of the inquires recommendation tracker. The Council questioned if the terminology of ‘whistleblowing’ was correct in all home countries. The Executive agreed to report back on this point at the May meeting of Council. <b>(3.4)</b></p>	ED of Policy and Ext Relations	Whistleblowing is the term used by all four governments
10	<p>The Chair of the People and Resources Committee requested that cash levels be tracked as part of the standing finance report. The Executive Director of Corporate Services agreed that this was an important measure for the Council to track and that she was working with the finance team to deliver this. <b>(3.7)</b></p>	ED of Corporate Services	Cash flow statement will be produced as part of the new management accounts format. First period of reporting will be May 2021 (reportable in June).
11	<p><b>Item 4. 21/33 Fitness to Practice Improvement Plan – progress report</b></p> <p>The Council asked if performance targets were in place for cases referred to external law firms. The EDR advised that service level agreements were in place with all engaged law firms and that the HCPC had audit processes in place to ensure the quality as well as timeliness of these outsourced cases. EDR agreed to include more information on these assurances in the next iteration of the report. <b>(4.3)</b></p>	ED of Regulation	Update on progress of cases with external law firms provided in the FtP Improvement Plan Progress update paper. ED of Regulation and Head of FtP will continue to provide these progress updates until the project is concluded. All cases are subject to HCPC quality review e.g. our Senior Decision Making Team reviews and signs-off all threshold decisions regardless of whether the case has been managed in-house or by an external law firm.
12	<p>The Council requested that where data was presented as a median that a description of the range be provided to provide transparency on the full spectrum of performance. It was suggested that cumulative graphs would provide a better illustration of the range. <b>(4.8)</b></p>	ED of Regulation	Age range of cases as well as median is provided in the FtP Improvement Plan progress update. This also includes a narrative to explain the charts.

			Cumulative age range graph is also provided in the update.
13	<p><b>Item 5. 21/34 Equality Diversity and Inclusion Strategy</b></p> <p>The Council welcomed the report noting the positive findings, members thanked Executive colleagues for the significant work to develop EDI practice which had enabled the positive findings. The Council noted that the HCPC had not met the PSA standard in this area in the previous year and that that it required ongoing focus and investment. The Council agreed that the gap analysis recommendations were accepted and should be taken forward and implemented. The Policy Lead agreed, noting that an action plan in response to the report would be put in place. (5.3)</p>	Ed of Policy and Ext Relations	The development of the action plan has been paused until we recruit the new EDI advisor. The recruitment of this post has been delayed as discussions have been held about budgets and our ability to recruit vacant roles.
14	<p><b>Item 7. 21/36 Corporate Plan 2021-22</b></p> <p>The Council noted that the commitment to creating a memorandum of understanding with regard to mental health support was within the wrong heading in the Corporate Plan. The Executive would correct this. (7.3)</p>	Head of Governance	Complete
15	<p>The Council asked that the infographic on page four of the plan be amended not to begin with statistics on FtP activity as this gave this too much prominence in the HCPC's overall purpose. The Executive would amend this graphic. (7.5)</p>	Head of Governance	Complete
16	<p><b>Item 10. 21/39 New Online Materials for Reflective Practice</b></p> <p>The Council welcomed the engagement plan set out in the paper. It was agreed that unions should be included in the engagement, as many had education sections with a large reach. The Executive agreed to include this key stakeholder in engagement. (10.5)</p>	ED of Policy and Ext Relations	Unite and unison have been invited to our events and to share their thoughts on content.
17	<p>The Council asked if the lack of prominence regarding the role of compassionate leadership and restorative clinical leadership, was intentional. The Executive advised it was not intentional, and the materials would be reviewed to ensure this had more focus. 10.6)</p>	ED of Policy and Ext Relations	This was addressed in the revisions pre publication.
<b>25 February 2021</b>			
18	<p><b>Item 5. 21/10 Risk Appetite Statement</b></p> <p>The Council also agreed to review decisions taken on an annual basis through a risk lens to understand the application of risk appetite in practice and the consequences of those decisions on risk. (5.6)</p>	Head of Governance	This annual review will be scheduled into the agenda plan.
<b>3 December 2020</b>			
19	<p><b>Item 3. 20/143 Chief Executive's performance report</b></p>	SMT	This workshop took place on 28 April and a paper on future KPIs is on the meeting agenda.

	The Council noted the pressing need to improve FtP regulatory performance. The Council noted that the Executive would be reviewing KPIs in the new year and requested that there be a focus on outliers as well as median reporting, as those outliers provided insight into system issues. (3.4)		
	<b>Item 7. 20/147 Registrant Health and Wellbeing Strategy and Action Plan</b>		
20	The Council noted that the HCPC being seen to be fair by its registrants was a key measure of success. The Executive agreed, highlighting that strategic aim two focused on leading with fairness. The Executive agreed to explore what metrics could be used to assess changes in perceptions of fairness by those who have experienced the FtP process. (7.3)	Executive Director of Policy and External Relations	Metrics are currently being developed
21	The Council discussed the future use of the research film with external stakeholders. It was agreed that the Executive should take advice and agree a communications plan for this, given its impact. (7.7)	Executive Director of Policy and External Relations	In progress – review being undertaken of the excerpts we could use, following which a full comms plan will be developed.
28 July 2020			
	<b>Item 7. 20/87 Experiences of the fitness to practise process – research report</b>		
22	The Council suggested that the development of a set of principles setting out what registrants should expect from the HCPC when going through an FTP process. The Executive agreed to consider this. (7.6)	Executive Director of Regulation	See matter arising 7

### Decision

The Council is requested to note the actions. No decision is required.

### Background information

Public Minutes of the Council meetings held on 25 February, 23 March and 12 April 2021, and 3 December and 28 July 2020.

### Date of paper

19 May 2021