

Council, 25 February 2021

Matters arising

Introduction

Below is the actions list as agreed at the public meetings of the Council held on 3 December, 28 July and 21 May 2020

	Action point (and location in minutes)	Action for	Comment
3 December 2020			
1	Item 3. 20/143 Chief Executive's performance report 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)	SMT	Council and SMT will take part in a joint workshop in April 2021 to agreed a new set of KPIs aligned to the Strategy.
2	The Council noted that dissatisfaction with working environment was a factor cited in some exit interviews and asked if this was related to remote working. The Director of HR advised this was not the case and agreed to circulate a more detailed breakdown of this data. (3.8)	Director of HR and OD	This report has been circulated.
3	Item 4. 20/144 Finance report The Director of Finance noted that a timeline for the development of the 2021-22 budget was included in her paper. The Executive would work with the new People and Resources Committee in the development of a final proposal to the Council. The Council would also take part in a workshop at the end of January to support the development. (4.3)	Council	Complete, this workshop took place on 28 January 2021.
4	Item 5. 20/145 Corporate Strategy 2021-2026 consultation The Council agreed to consider a final strategy by correspondence later in December 2020. (5.9)	Chief Executive / Chair	Complete
5	Item 6. 20/146 Professionalism and Prevention Framework The Council requested that an overall aim be added for each category set out in the framework. (6.5)	Executive Director of Policy and External Relations	Overall aims for each category will be developed and included in the Framework by end of February 2021.

6	<p>Item 7. 20/147 Registrant Health and Wellbeing Strategy and Action Plan</p> <p>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)</p>	Executive Director of Policy and External Relations	Metrics are currently being developed
7	<p>The Council discussed strategic aim one 'Taking a person centred approach which accounts for context and demonstrates empathy and understanding'. The Council noted the importance of clearly demarcating improved customer service from any impact on regulatory decision making. The Executive agreed that this was an important distinction to make and agreed to review the language around customer service to ensure there could be no inference this would have an influence on regulatory decision making.(7.4)</p>	Executive Director of Policy and External Relations	Complete
8	<p>The Council noted that strategic aim three focused on learning as an organisation. The Council requested this be clarified to learning and acting on that learning. (7.6)</p>	Executive Director of Policy and External Relations	Complete
9	<p>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)</p>	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.
Item 8. 20/148 Equality Diversity and Inclusion update			
10	<p>The Council discussed the reference in strategic aim four, to reviewing the HCPC's standards to reinforce EDI practice. The Council agreed that this should also reference a review of the CPD standards, to prompt reflection from registrants on their EDI practice. The Executive would action this. (8.5)</p>	Executive Director of Policy and External Relations	Awaiting outcome of our external EDI audit
11	<p>The Council advised that the HCPC should not lose track of what it was trying to achieve in the EDI strategy, the Council considered that some of the language used tended towards 'jargon'. The Executive agreed to review the language with the EDI forum and steering group to ensure it was clear and meaningfully reflected the HCPC's commitment to improving its EDI practice.(8.6)</p>	Executive Director of Policy and External Relations	Awaiting outcome of our external EDI audit
28 July 2020			
12	<p>Item 6. 20/86 FTP Improvement Programme overview</p> <p>The Council agreed the proposed FTP KPIs, to replace those reported against in the Chief Executive's performance report, with the understanding that a full suite of KPIs would be developed as part of the improvement programme. (6.7)</p>	Director of Business Improvement	The new KPIs are included in the CEO report. Longer term KPIs are in development. Council and SMT will take part in a joint workshop in April 2021 to agreed a new set of KPIs aligned to the Strategy.

13	<p>Item 7. 20/87 Experiences of the fitness to practise process – research report</p> <p>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)</p>	Executive Director of Regulation	<p>An early part of the Recruitment and Retention strategy is the development and training on performance standards within FtP. This work is aligned with the redesign and update of our case management guidance and is supported by the Perform Plus operational excellence methodology currently being delivered by PWC.</p> <p>The FtP Customer Charter development will be driven by the teams to ensure they are fully engaged and bought into the Charter both in terms of its development and implementation. In February, all members of the case management teams will be involved in Performance Standards Workshops which will feed into the creation of the Charter. The Charter should be in place by the end of Q4.</p>
21 May 2020			
14	<p>Item 7.20/57 Matters arising</p> <p>While the Council accepted that the data was not available to understand the scale or impact of maternity returners to the register, it agreed the issue remained a concern that required future consideration. The Executive advised this issue would be considered when reviewing the return to practice guidance later in 2020. (7.2)</p>	Executive Director of Policy and External Relations	Targeted and focused engagement workshops will commence in March 2021 and we will be publicly consulting on our process and guidance in the summer of 2021

Decision

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

Background information

Public Minutes of the Council meetings held on 3 December, 28 July and 21 May 2020

Date of paper

17 February 2021