

## Council, 3 February 2022

All public Council actions set in 2021 have been reviewed. The table below reports on the completion of these actions.

	Action	Created	Reported closed	Owner
1	The Council requested that milestones for the FtP programme include a forecasted trajectory for KPI achievement, with estimates of when targets would be met. The Council encouraged the Executive to establish productivity baselines and metrics to measure productivity improvements.	Feb 21	Mar 21	Executive Director of Regulation
2	The Council 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.	Feb 21	Open	Head of Governance  Review paper scheduled for March 2022
3	The Council discussed...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.	Mar 21	May 21	Executive Director of Regulation
4	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.	Mar 21	Open	Executive Director of Professional Practice and Insight.  This project was de-prioritised due to challenges with Policy Resource and the need to focus on regulatory reform. An equality impact assessment will be brought to Council as part of the RTP consultation papers when presented to the Council in 2022
5	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.	Mar 21	May 21	Executive Director of Professional Practice and Insight.
6	The Chair of the People and Resources Committee requested that cash levels be tracked as part of the standing finance report.	Mar 21	Sep 21	Executive Director of Corporate Services
7	The Council asked if performance targets were in place for cases referred to external law firms. The Executive Director of Regulation agreed to include more information on these assurances in the next iteration of the report.	Mar 21	May 21	Executive Director of Regulation

8	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.	Mar 21	May 21	Executive Director of Regulation
9	The Council noted that the HCPC had not met the PSA standard in this (EDI) 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.	Mar 21	Open	Executive Director of Professional Practice and Insight.  EDI action plan due for presentation at March Council.
10	The Council asked that the infographic on page four of the Corporate 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.	Mar 21	May 21	Head of Governance
11	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.	Mar 21	May 21	Executive Director of Professional Practice and Insight.
12	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.	Mar 21	May 21	Executive Director of Professional Practice and Insight.
13	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.	Apr 21	Jul 21	ELT
14	The Chief Executive added that the ELT 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.	Apr 21	May 21	ELT
15	(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.	Apr 21	Jul 21	Executive Director of Corporate Services
16	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.	Apr 21	May 21	ELT
17	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.	Apr 21	Jul 21	Executive Director of Corporate Services

18	The Council agreed that overspends and savings should receive greater focus in the standing finance report to Council.	Apr 21	May 21	Executive Director of Corporate Services
19	The Council welcomed the benefits trajectory table relating to the perform plus work on page 9 of the report. The Council requested that a forward trajectory be provided for the full programme to map out the next six months of the programme. The Executive Director of Regulation noted that this was in development and would be shared once available. (4.6)	Apr 21	Sep 21	Executive Director of Regulation
20	Concern was raised that (employee) turnover could reduce the benefits of the perform plus programme as participants left the HCPC. Tom Hampshire, PWC agreed to provide more detail on how the mitigations in place to minimize the impact of this risk. (4.8)	May 21	Jul 21	PWC
21	The Council agreed that the outcome of competency E should be amended to 'Council Member forms positive working relationships and values and seeks out the views of others.'	May 21	Jul 21	Head of Governance
22	The Council asked if the (registration) responsiveness performance issues had been clearly communicated externally so that registrants and applicants were aware of what to expect. The Executive Director of Regulation agreed to review this communication.	Jul 21	Sep 21	Executive Director of Regulation
23	The Council requested that the presentation of the KPIs be reviewed for the next report.	Jul 21	Sep 21	ELT
24	The Council requested that a summary of the nature and use of the HCPC's agreed memoranda of understanding be provided in the September 2021 report.	Jul 21	Sep 21	Head of Governance
25	The Council suggested that responders be asked how they heard about consultations as a standard question to inform future consultation promotion activity. The Executive agreed to do this.	Jul 21	Sep 21	Executive Director of Professional Practice and Insight.
26	The Executive agreed to explicitly add 'working with other organisations' to the professionalism and prevention framework action plan.	Jul 21	Sep 21	Head of Professionalism and Upstream Regulation.
27	The Council suggested that the Executive could seek to utilise HCPC's Partners networks to further the reach of the Service. The Executive agreed to explore this.	Jul 21	Sep 21	Head of Professionalism and Upstream Regulation.
28	It was agreed that the KPIs on IT were not adding value and should be refocused on technology use rather than outages, which was considered a never event	Sep 21	Open	Head of Governance  A review of the HCPC's KPIs will be undertaken in Q4, at the point they have been one year in operation
29	The Council asked for any root causes known to the HCPC as to the reduction of occupational therapist registrations. The Chief Executive agreed to review this and report back to the Council.	Nov 21	Feb 22	Chief Executive