

Item 01e

Council
16 July 2026

Public Matters Arising

The actions as agreed at the previous public meetings of the Council are set out below. The Council is requested to note the responses to the actions.

Action no	Date of meeting	Agenda item	Action	Lead	Date due	Response	Status
32	4 December 2025	Fitness to Practise (FTP) equality, diversity and inclusion (EDI) supplementary report	The Head of Insight and Analytics would seek to incorporate the Council's feedback in the next FTP EDI supplementary report due to be published in 2027.	Head of Insight and Analytics	03/12/2026	The Council's feedback will be incorporated when the next FTP EDI supplementary report is developed for the Council meeting in December 2026. Further update: the proposed feedback has been noted and will be considered as part of future reporting developments. However, a supplementary report will not be produced in 2027 as this reporting mechanism is being replaced by a dashboard. While efforts will be made to reflect the feedback where appropriate, it may not be possible to incorporate it in the same level of detail or format that would have been feasible within a written report.	Not yet due
45	26 March 2026	Update on Council effectiveness review 2025	The Head of Governance would schedule a Council development session to consider learning from other boards, including non-executive networks.	Head of Governance		A survey has been sent around to Council members to gather information that will inform a development session, which will be scheduled as soon as possible.	Open
46	21 May 2026	Chief Executive's Performance Report	The Executive Leadership Team would consider the introduction of a KPI to monitor the percentage of telephone calls answered relating specifically to FTP as part of the KPI review currently underway.	Executive Director of Fitness to Practise and Tribunal Services		Council have approved a new strategic approach to KPIs, with proposed KPIs to be approved at the July Council meeting. At present the FTP telephony system (which differs to the Registration contact centre system) does not allow for this type of reporting. A requirement to be able to report on this type of data for FTP is key to the ongoing customer contact centre project.	Propose closed
47	21 May 2026	Chief Executive's Performance Report	The Executive Director of Fitness to Practise and Tribunal Services would include key themes and learning points from PSA appeals into the FTP report to Council.	Executive Director of Fitness to Practise and Tribunal Services	Dec-26	An update will be provided on the themes of PSA learning points received during the year, and Decision Review Group consideration of these, at the end of the year. We will bring this to Council annually going forward to ensure we can identify themes and trends from the relatively small number of learning points we receive each month.	Open
48	21 May 2026	Chief Executive's Performance Report	The Head of Governance would allocate additional time for the Chief Executive's Performance Report on future Council meeting agendas.	Head of Governance	16/07/2026	Additional time has been allocated to the Chief Executive's Performance Report. Action completed.	Propose closed
49	21 May 2026	Fitness to Practise and Tribunal Service Directorate Performance report	The Executive Director of Fitness to Practise and Tribunal Services and the Executive Director of Resources to develop existing financial reporting to incorporate financial investment impact and resourcing.	Executive Director of Fitness to Practise and Tribunal Services/Executive Director of Resources		This additional reporting is now included in the Finance Reports provided to PRC since June and to Council from July. Action completed.	Propose closed
50	21 May 2026	Fitness to Practise and Tribunal Service Directorate Performance report	The Head of Adjudication Performance would connect with the Partner Project Lead to check on partner recruitment plans.	Head of Adjudication Performance/Partner Project Lead		The team liaised regularly with the Partner team on recruitment and increased the number of campaigns ran towards the end of last year to factor in the challenges with availability at the time. A partner recruitment plan is in place for the year which is based on forecasting hearing activity and is continually monitor this depending on demand and activity. Action completed.	Propose closed
52	21 May 2026	Annual equality, diversity and inclusion (EDI) update	The Governance team would arrange a Council workshop for a focused discussion on the development and positioning of the EDI strategy.	Head of Governance		A date will be confirmed as soon as possible.	Open
53	21 May 2026	Annual equality, diversity and inclusion (EDI) update	The EDI Strategic Lead would include a focus on the impact of all the different actions taken to date by the HCPC to reduce inequalities as part of the workshop plans.	EDI Strategic Lead		The upcoming workshop with Council will include an opportunity to discuss the most appropriate measures of impact of actions undertaken.	Open