

Finance and Resources Committee

Public minutes of the 71st meeting of the Finance and Resources Committee held on:-

Date: Thursday 11 September 2012

Time: 10:30 am

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

Present: Richard Kennett (Chair)
Jennifer Beaumont
Frank Burdett
Mary Clark-Glass
Sheila Drayton
Julia Drown
Arun Midha
Penny Renwick
Keith Ross

In attendance:

Bola Bajomo, Management Accountant
Colin Bendall, Secretary to the Committee
Roy Dunn, Head of Business Process Improvement
Christopher French, Registration Team Leader
Guy Gaskins, Director of Information Technology
Abigail Gorringe, Director of Education
Hayley Graham, Partner Manager
Louise Hart, Secretary to Council
Teresa Haskins, Director of Human Resources
Jeff Lucas, Chair, Audit Committee (observer)
Tim Moore, Director of Finance
Greg Ross-Sampson, Director of Operations
Robert Silverman, Project Portfolio Manager
Marc Seale, Chief Executive and Registrar
Anna van der Gaag, Council Chair

Item 1.12/91 Apologies for absence

- 1.1 The Chair welcomed Penny Renwick to her first meeting of the Committee.
- 1.2 There were no apologies for absence.

Item 2.12/92 Approval of agenda

- 2.1 The Committee approved the agenda.

Item 3.12/93 Declarations of members' interests

- 3.1 Members had no interests to declare in connection with the items on the agenda. Marc Seale declared an interest in item 13 (policy for travel by air) as he was likely to take flights lasting over eight hours in connection with his work.

Item 4.12/94 Minutes of the Finance and Resources Committee meeting of 19 July 2012 (report ref: FRC 67/12)

- 4.1 It was agreed that the public minutes of the 70th meeting of the Finance and Resources Committee should be confirmed as a true record and signed by the Chair.

Item 5.12/95 Matters arising

- 5.1 There were no matters arising.

Item 6.12/96 Finance report (report ref: FRC 68/12)

- 6.1 The Committee received a report on the work of the Finance Department.
- 6.2 The Committee noted the following points:
 - there were some timing differences in expenditure, which would be reviewed when the Executive prepared the six month reforecast. The commentary on variances identified phasing and permanent differences;
 - the number of visits to education programmes was 27% lower than budgeted for in the first quarter of the financial year, with a decrease in the number of multi-professional visits compared to previous years;

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2012-09-12	a	F&R	MIN	Minutes Finance and Resources Committee 11 September 2012 public meeting	Final DD: None	Public RD: None

- costs relating to the transfer of regulatory functions from the General Social Care Council (GSCC) to HCPC would be reimbursed by a grant from the Department of Health; and
- Bola Bajomo had been appointed as the management accountant.

Item 7.12/97 Human Resources report (report ref: FRC 69/12)

- 7.1 The Committee received a report on the work of the Human Resources Department.
- 7.2 The Committee noted that the Department had been involved in recruitment for a large number of posts in July and August 2012, to fill vacancies that had arisen as a result of the transfer of regulatory functions from the GSCC to HCPC. The Committee noted that four GSCC employees had transferred to HCPC.
- 7.3 The Committee noted that the all employee awayday in 2011 had suggested that HCPC should introduce an apprenticeship scheme. As a pilot for the scheme, one apprentice would be recruited in October 2012 to work in the Registration Department. The apprentice would work and study to obtain a NVQ level 2 in customer service. Expansion of the scheme would be considered in due course.
- 7.4 The Committee noted that the discount scheme for employees had been launched in August 2012. In addition, employees were able to obtain discounted membership at local gyms and had previously been offered health assessments.

Item 8.12/98 Partner Manager report (report ref: FRC 70/12)

- 8.1 The Committee received a report on the work of the Partners team.
- 8.2 The Committee noted that all Partner training had been completed for the transfer of regulatory functions from the GSCC to HCPC. The Partners team was currently reviewing the Partner appraisal system and, as a result, some appraisals would be deferred until the revised system was introduced.
- 8.3 The Committee noted that requirements for Partner numbers were planned with the relevant departments and the length of Partner appointments was staggered, to avoid all contracts ending at the same time. The team also monitored Partners' workload.

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Item 9.12/99 Information Technology report (report ref: FRC 71/12)

- 9.1 The Committee received a report on the work of the Information Technology Department.
- 9.2 The Committee noted that the data for the register of social workers in England and other necessary data had been successfully transferred from GSCC to HCPC.
- 9.3 The Committee noted the following points:
 - the Department would be implementing an upgrade to PCs. A pilot of the upgraded PCs would take place across the organisation;
 - following a successful pilot in the Fitness to Practise department, network encryption would be introduced in other departments in phases, with encryption tailored to each department's needs;
 - a project had commenced to amend the NetRegulate registration system and would be carried out when resources were available in the Finance and Registration departments. The project would enable automatic refunds of registration fees to registrants;
 - following the change of the organisation's name to the Health and Care Professions Council, HPC website addresses would continue to operate in parallel with HCPC addresses, so that stakeholders would still be able to access information using any HPC web bookmarks in their internet browser. The Committee noted that a number of related internet domain names had been purchased. Some changes from HPC branding were outstanding, such as the iPhone app, which would be amended by the Communications department.

Item 10.12/100 Operations report (report ref: FRC 72/12)

- 10.1 The Committee received a report on Operations, covering the Registration Department, project management, facilities management and business improvement.
- 10.2 The Committee noted that, following the transfer of regulatory functions from the GSCC to HCPC on 1 August 2012, the Registration Department was receiving approximately 400 e-mails per day. These were mainly questions from social workers on fees and the online renewals system. There had also been increases in telephone calls to the Registration Department (500-1200 calls per day), which was in line with forecast

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increases in calls. An evening shift was in place to process renewals for social workers.

- 10.3 The Committee noted that the Registration Department aimed to answer 95% of all telephone calls. Employees were in place to answer peaks of telephone calls during the day.
- 10.4 The Committee noted that 91% of hearing aid dispensers had renewed, which was a 5% reduction compared to the previous renewals cycle for the profession. The Committee noted that the Executive intended to simplify and partly automate the readmissions process, with the introduction of a readmission form that could be scanned by Intelligent Character Recognition.
- 10.5 The Committee noted the following points:
- most major projects were rated 'green', although the information security management project was rated 'amber' due to some other departments focussing on the transfer of regulatory functions from the GSCC;
 - the facilities management team had completed improvements to HCPC's offices, including replacing some windows in parts of the building and replacing the ceiling in the old Council Chamber; and
 - the Executive would review documents held in the HCPC's archives and, where possible, destroy documents which were no longer required.

Item 11.12/101 Transfer of regulatory functions from General Social Care Council to HCPC (report ref: FRC 73/12)

- 11.1 The Committee received a paper for discussion/approval from the Executive.
- 11.2 The Committee received a verbal report on the project to transfer regulatory functions from the GSCC to the HCPC. The Committee noted that this would be the last regular report on the project. The Committee noted the following points:
- data had been successfully transferred from the GSCC to HCPC, including the register of approximately 88,000 social workers and approximately 250 fitness to practise cases;
 - the renewals period for social workers had started on 1 September 2012 and would end on 30 November 2012;

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- the transitional social work student suitability scheme had been established and a few referrals had been received;
- the project to change the organisation's name was in progress, with some changes to internal-facing information to be made;
- the project would be formally closed and a report on lessons learned report would be prepared;
- negotiations had been completed with the Department of Health on payment of a grant towards the costs of the project; and
- in recognition of work by employees on the project, the office would be closed on 31 December 2012. This was non-contractual and would be a one-off, discretionary closure.

11.3 The Committee thanked the Executive for their work on the project and for providing updates on the project by e-mail to Council members. Some members suggested that the practise of e-mail updates to Council members should be used as a model for any future projects.

Item 12.12/102 Purchase order/invoice signatory list and bank mandate (report ref: FRC 74/12)

- 12.1 The Committee received a paper for discussion/approval from the Executive.
- 12.2 The Committee noted that, due to changes in the Fitness to Practise department, two additional posts were required on the purchase order/invoice signatory list: the Head of Assurance and Development and the Scheduling Manager. Both were new posts in this financial year. Two additional posts were also required in the Human Resources and Partners department.
- 12.3 The Committee noted that there was also a need for a new signatory list to be established for employee expenses and overtime forms. This list would allow any employee who had a direct report to be able to sign their expenses and overtime claims. This would be separate from the purchase order/invoice signatory list and signatories would not be able to authorise purchase orders or invoices.
- 12.4 The Committee noted that a change was also required to the bank mandate to enable Daniel Dawit, the Assistant Treasury Accountant, to initiate bank transfers, contact the bank regarding queries and obtain statement information.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
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12.5 The Committee discussed whether it would be appropriate for the bank mandate to only identify posts, rather than post-holders. The Committee noted that HCPC's bank would need to identify the individuals who were authorised to approve transactions.

12.6 The Committee agreed to:

- (1) approve the additional posts in the purchase order/invoice signatory list, subject to an amendment to clarify the statement at the bottom of the list. (The statement as drafted read 'only holders on this list are allowed to create new suppliers for business', which meant that signatories could submit requests for companies to be added to the database of authorised suppliers.);
- (2) approve the overtime/staff expense signatories; and
- (3) approve the revised bank mandate.

Action: Tim Moore (by 11 September 2012)

Item 13.12/103 Policy for travel by air (report ref: FRC 75/12)

13.1 The Committee received a paper for discussion/approval from the Executive.

13.2 The Committee noted that the expenses policies for travel by air provided that all travel should be in standard class with the exception of journeys exceeding five hours, where the cost of a premium economy ticket (or equivalent for those carriers that do not have premium economy) would be reimbursed. Following a review, a number of changes to the travel policy are proposed, as follows:

- standard class should be used when the duration of the single airline flight was less than five hours. If the single journey comprised more than one airline flight, standard class tickets should be used for the different flights if the combined air travel time was less than five hours;
- premium economy tickets may be used when the duration of a single airline flight was longer than five hours but less than eight hours. If premium economy tickets were unavailable, standard class tickets should be used; and
- business class tickets may be used when the duration of a single airline flight was longer than eight hours. If business class tickets were unavailable, premium economy tickets may be used.

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- 13.3 The Committee noted that, in a typical financial year, the proposed change would result in the purchase of three to five return business class tickets, with an additional net cost of approximately £6,000 to £10,000.
- 13.4 The Committee agreed that the policy should be amended to make it clear that it applied to the duration of single journeys, which could include two flights, as opposed to single flights.
- 13.5 The Committee agreed to recommend the policy for travel by air to the Council for approval, subject to the amendment in paragraph 13.4.

Action: Marc Seale (by 18 September 2012)

The Committee received the following papers for information:

Item 14.12/104 Review of Partner appraisal (report ref: FRC 76/12)

Item 15.12/105 Exit interview report 2011-12 (report ref: FRC 77/12)

Item 16.12/106 Any other business

- 16.1 There was no other business.

Item 17.12/107 Date and time of next meeting

- 17.1 The next meeting of the Committee would be held at 10.30 am on Tuesday 20 November 2012.

- 17.2 Subsequent meetings would be held at 10.30 am on

Thursday 31 January 2013
 Tuesday 5 March 2013 (Remuneration Committee only)
 Tuesday 19 March 2013
 Thursday 25 April 2013
 Tuesday 18 June 2013
 Thursday 18 July 2013
 Tuesday 10 September 2013
 Thursday 21 November 2013

Resolution

The Committee agreed to adopt the following resolution:

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

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- (a) information relating to a registrant, former registrant or applicant for registration;
- (b) information relating to an employee or officer 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 Committee or the Council;
- (f) action being taken to prevent or detect crime or to prosecute offenders;
- (g) the source of information given to the Committee 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 Committee's or Council's functions.'

Item	Reason for Exclusion
18	c, d
19	c, d
20	c
21	d

Summary of those matters considered whilst the public were excluded

Item 18.12/108 Minutes of the private part of the Finance and Resources Committee of 19 July 2012 (report ref: FRC 78/12)

The Committee agreed that the minutes of the private part of the 70th meeting of the Finance and Resources Committee should be confirmed as a true record and signed by the Chair.

Item 19.12/109 Matters arising (report ref: FRC 79/12)

The Committee noted the actions as agreed at the last meeting.

Item 20.12/110 Transfer of regulatory functions from General Social Care Council to HCPC (report ref: FRC 80/12)

The Committee discussed issues related to the transfer of regulatory functions from the General Social Care Council to the HCPC.

Item 21.12/111 National Audit Office report (report ref: FRC 81/12)

The Committee discussed and noted a report from the National Audit Office.

Item 22.12/112 Any other business

There was no other business.

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**Chair
Date**

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