

1. Competencies, qualities, abilities (panel members, chairs, LAs)

Summary 2017-18:

- Advice on best practice (members) - support recruitment of diverse and competent pool
- Revised competency framework (making it 'fit for purpose'); version agreed by Council and rolled out
- Developed new competency framework for legal assessors, harmonised with Partner framework, incorporated in guidance

| Objective / Action (what do we need to do) | Supporting action | Who | When | Evidence |
|--|---|----------------------|-----------------------|-----------------|
| Undertake regular reviews of competence frameworks and update | These were introduced in 2018; next review 2020 | Uta Pollmann and TAC | 2-year review in 2020 | |
| Devise monitoring system for changes (planned and their impact) | FTP Performance Review Project | Uta Pollmann | 19/20 | |
| Marry to training needs assessment and training substance | | | | |
| Incorporate explicitly into performance review system for panellists | FTP Performance Review Project | Uta Pollmann | 19/20 | |
| Incorporate explicitly into recruitment policies and processes | | | | |

2. Recruitment and selection of Panel Chairs, Members and Legal Assessors

Summary 2017-18:

- advised on new appointment and selection policy for all partners and assessors
- advised on guidance note for applications (transparency)

| Objective / Action (what do we need to do) | Supporting action | Who | When | Evidence |
|--|------------------------------------|--------------|-----------------------------------|-----------------|
| Increase measurable diversity of panel population and membership | Annually analyse applicant results | Uta Pollmann | On-going | |
| Support ethnic monitoring of registrants in view of importance to (a) fair/seen to be fair investigation and adjudication policies and processes and (b) seek to align with panel population and composition | Council | | | |
| Panel Chair recruitment from Panel Member population | Internal communication | Uta Pollmann | Next recruitment for panel chairs | |
| Review Panel Chair selection process | Assessment as well as interview | Uta Pollmann | Next recruitment for panel chairs | |

3. Training

Summary 2017-18:

- advised on iterative use of feedback i.e incorporating into and eliciting from training* (*= ongoing)

| Objective / Action (what do we need to do) | Supporting action | Who | When | Evidence |
|--|---|-----------------------------------|-------------|-----------------|
| Ensure that all partners are on the learning hub | Monitor use of e learning modules, e.g. information security, EDI | Partner team and L&D | On-going | |
| Tender for EDI consultant; review equalities training and incorporate | Cooperation with procurements | Uta Pollmann and HCPC Procurement | 19/20 | |
| Consider developing specific unconscious bias training | Review licence requirements and cost | Partner team and L&D | 19/20 | |
| Core training: practical focus on being a panelist, making case decisions. weighing evidence, writing up | Panel member involvement in training development | L&D Team | | |
| Learn from other regulators including their chairs and panellists | PSA Chairs Conference | Tribunal Services and TAC | March 2019 | |

4. Assessment

Summary 2017-18:

- contributed to review and development of assessment processes
- advised on pilot
- advised on FTP Partner agreement renewal
- advised on Partner appraisal systems/self assessment streamlined process, now rolled out *ongoing for legal assessors
- advised on feedback survey tool for feedback from chairs, road test
- advised on further development (360 degree feedback model)*

| Objective / Action (what do we need to do) | Supporting action | Who | When | Evidence |
|---|--|--------------|-------------|-----------------|
| FTP panel self assesment: review and simplification | Working group to devise system for replacement of self assesment: tender for suppliers | Uta Pollmann | 19/20 | |
| Timely and focused identificaiton of panellists | Develop a system for comprehensive coverage including identifying outliers | Uta Pollmann | 19/20 | |
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5. Guidance (e.g Practice Notes, PSA Reviews and Learning Points, legislative change...)

Summary 2017-18:

Practice Notes:

- Restoration to the Register
- Discontinuance of Proceedings
- Disposal by Consent
- Review of Sanction Orders
- Commenced work on overall review and update of consistent model for Practice Notes*

PSA 'Lessons Learned' review into NMC, advised on incorporation of relevant advice into

- panel competencies
- training and assessment
- capture in PNs/Selection/Training/Assessment e.g competences non adversarial cultural, conduct towards witnesses*, guidance for hearing participants, voice of complainant/SU/Families, their engagement and understanding of regulator and FTP process

| Objective / Action (what do we need to do) | Supporting action | Who | When | Evidence |
|--|--|--------------------------|-------------|--|
| Comprehensive Review of format and style of full suite of Practice Notes | Include identification of linkages, repetition, gaps, obsolescence etc. - Ongoing review - Consider format and purpose | Zoe Maguire and TAC | 19/20 | Format and purpose of PNs paper (Feb 2019) |
| Consider PSA learning points and trends, advise accordingly, incorporate where appropriate | Paper identifying learning points, trends and PSA feedback | Zoe Maguire, TAC and QA? | 19/20 | |
| PSA reviews: identify issues relevant to TAC and advise Council accordingly | | Zoe Maguire | ongoing | |
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6. Separation and Independence

Summary 2017-18:

- Delegations: approval of Practice Notes
- Addressing PSA guidance/lessons learnt
- Publication of separate annual report/presentation at Council
- Routine reports to Council

| Objective / Action (what do we need to do) | Supporting action | Who | When | Evidence |
|---|--|---------------------|-------------|-----------------|
| Respond and where appropriate provide input to national reviews and Council responses, e.g. other regulators, PSA | PSA review of how panels consider public confidence | TAC | Mar-19 | |
| Consider findings from feedback from panel members and witnesses and advise on incorporation into training, assessment, recruitment | Feedback report to be prepared and considered. Recommendations and actions | Zoe Maguire | 19/20 | |
| Routine reports to Council via minutes and in relation to specific delegations, issues referred | | | Ongoing | |
| TAC Annual Report to Council | Draft report - May 2019 | TAC and Zoe Maguire | May-19 | |
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