

Matters Arising

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

Action no	Date of meeting	Agenda item	Action	Lead	Response
1	15 November 2023	7. Strategic Risk Register	Following comments from the Committee, the Executive agreed that the wording relating to the current legal position on partners' employment status should be reviewed for consistency with the annual report and accounts and kept under review. Some other risk influencers which were no longer current were to be removed.	Executive	The wording has been updated as requested - action completed.
2	15 November 2023	8. Papers from the HCPC's Internal Auditors, BDO LLP – Internal Audit – HCPC Partners	The Committee asked to see more developed management responses as they were added to the internal audit recommendations tracker and encouraged actions to be assigned to specific owners.	Partner Project Lead and other action owners identified in the report	Detailed management responses have been added to the recommendation tracker. The request for specific owners was considered, however, due to the coordinating role of the Partner team and the individual departmental responsibilities for Partner roles and payment, shared responsibility for these actions remained appropriate to ensure those individuals who needed to lead and contribute to the delivery of these actions were shown as responsible.
3	15 November 2023	8. Papers from the HCPC's Internal Auditors, BDO LLP – Internal Audit - Regulatory Policy Development	The Committee suggested that a future deep dive discussion should be planned to explore how risk appetite was used in practice in decision making.	Committee Secretary/Head of Assurance and Compliance	This has been included in the Committee forward plan for 2024 (meeting date TBC), which is on the agenda to note at the March Committee meeting.
4	15 November 2023	12. Annual Review of Feedback and Complaints 2022-23	In response to a question, the Head of Finance agreed to report back to the Committee on service standards for refunds of registration fees, an area of complaint.	Head of Finance	We aim to process refunds within four weeks of deregistration.