

Chief Executive's Report for the meeting of Council on 14th December 2006

Contents

<u>Department</u>	<u>Page</u>
Chief Executive – Mr M Seale	2
Approvals and Annual Monitoring – Ms A Creighton	3
Communications – Ms J Ladds	5
Finance – Mr S. Leicester	6
Fitness to Practise – Ms K Johnson	8
Human Resources – Ms. L Foster	10
Information Technology – Mr R. Dunn	11
Partners Programme – Ms Y Hussain	12
Policy and Standards – Ms R Tripp	13
Registration – Mr R Houghton	14
Secretariat – Ms N O'Sullivan	16

Meetings 1st September to 30th November 2006

1. Completed Meetings

Listening Event – Newcastle	5 th Sept
Listening Event – Burnley	7 th Sept
British Paramedic Association	11 th Sept
Institute of Medical Illustrators National Conference	14 th Sept
British Dietetic Association	19 th Sept
Ambulance Service Association	19 th Sept
Registrars of Health Regulators	21 st Sept
PKF	22 nd Sept
Department of Health, Leeds	27 th Sept
British Association of Art Therapists	28 th Sept
Institute of Chiropodists & Podiatrists	28 th Sept
Scottish Executive	9 th Oct
Association of Clinical Scientists	16 th Oct
BSHAA	16 th Oct
Scottish Executive stakeholder event (review of regulation)	17 th Oct
Dept of Health (Directive 2005/36 meeting)	18 th Oct
Engineering Council	24 th Oct
Society of Sports Therapists etc	25 th Oct
Department of Health	30 th Oct
Association of Operating Department Practitioners	30 th Oct
Institute of Biomedical Science	31 st Oct
British Chiropody & Podiatry Association	31 st Oct
Society of Chiropodists & Podiatrists	31 st Oct
Dept of Health, Social Services & Public Safety (Belfast)	1 st Nov
NHS Wales (Cardiff)	2 nd Nov

Disability Rights Commission	3 rd Nov
Association of Professional Music Therapists	6 th Nov
UKCHIP	6 th Nov
IAMRA 7 th International Conference on Medical Regulation	11 th -14 th Nov
Podiatrists Board of New Zealand	16 th Nov
Professor M Pittilo	22 nd Nov
Baker Tilly	24 th Nov
Partners Conference (Glasgow)	27-28 Nov
NAO/BRC Independent Regulators Conference	29 th Nov

2. Scheduled Meetings

Combat medical technicians	1 st Dec
Royal College of Speech & Language Therapists	1 st Dec
British & Irish Orthoptic Society	1 st Dec
College of Occupational Therapists	6 th Dec
Association for Perioperative Practice	6 th Dec
Better Regulation Commission	11 th Dec
Physio First	12 th Dec
British Association of Dramatherapists	12 th Dec
Registrars of Health Regulators	19 th Dec
Health & social care regulators	12 th Jan
Chartered Society of Physiotherapy	16 th Jan
SMAE Institute	16 th Jan

Approvals and Annual Monitoring – Ms Abigail Creighton

1. Approvals visits 2005/06

The following nine visits took place between 1st September – 30th November 2006.

Date of Visit	Name of Education Provider	Title of Programme	Reason for Visit
6 th /7 th Sept	University of Worcester	FD Pre-hospital and Unscheduled Emergency Care	New programme
26 th /27 th Sept	Manchester Metropolitan University	MSc Physiotherapy (Pre-registration)	New programme
3 rd /4 th Oct	Canterbury Christ Church University	Pg Dip Speech and Language Therapy	New programme
6 th Oct	University of Ulster	BSc (Hons) Dietetics Pg Dip Dietetics MSc Dietetics	Major change
12 th Oct	Coventry University	Certificate in Non-medical Prescribing	New programme
17 th Oct	The Robert Gordon University	BSc (Hons) Dietetics	Major Change
8 th /9 th Nov	University of Wales Institute Cardiff	BSc (Hons) Dietetics MSc Dietetics Pg Dip Dietetics	Major change
20 th /22 nd Nov 06	University of Bedfordshire	Dip HE Operating Department Practice	New profession
23 rd Nov	University of Hull	supplementary prescribing	New programme

2. Approvals visits 2006/07

The schedule for 2006/07 academic year is now closed as it has reached capacity. There are 89 visits scheduled from Sept 2006 – June 2007, covering 107 programmes. There are approximately four additional visits which need to be scheduled for programmes that require a visit following annual monitoring.

All scheduled visits have had their executive members assigned and we are in the process of confirming visitors for visits between January – June 2007. Due to the large number of visits to operating departmental practitioner programmes (27 in total) and supplementary prescribing programmes (21 in total), we are currently experiencing some difficulties in allocating visitors to all visits in this area

3. Annual Monitoring

The Department is currently finalising the revised publications and correspondence before the commencement of annual monitoring in 2006/07. The Department has contacted all education providers to confirm when their internal annual monitoring processes are complete, to help plan the assessment days and general workload of the process. The Department is planning to write to all education providers with specific information on what is required of them for this year's annual monitoring within the next month. They will also receive an updated copy of the supplementary information and appropriate forms.

4. Major and Minor changes

The Department has received 16 minor/major change submissions between 1st September 2006 and 30th November 2006. Of these 16, eight are due to be considered at the Approvals Panel in December and eight are still under consideration.

5. Roadshows/Publications

The Department has completed the following six presentations to education providers across the UK. Initial feedback from attendees at these presentations has been positive and they have used the questions and answers session to ask a range of questions specific to their institution and current experiences. The Department intends to collect formal feedback from attendees and presenters, and use this to determine the nature of future presentations.

Ulster	4 th October 2006	Ulster University
London	10 th October 2006	Imperial War Museum
Glasgow	13 th October 2006	Glasgow Caledonian University
Manchester	13 th November 2006	Manchester Conference Centre
London	14 th November 2006	Imperial War Museum
Cardiff	21 st November 2006	Cardiff University

6. Employees

Chris Hipkins, a new Education Officer, started 30th October 2006. A final (fifth) Education Officer will hopefully be appointed in December 2006.

1. Events

Listening Events: Four sessions were held in Newcastle and Burnley in September and were attended by over 180 people. Further sessions are being organised for February in Aberystwyth and Worcester.

Partner Conference: Planning for the Partner Conference in November in Glasgow is well underway. We are expecting 230 delegates and key speakers include Julie Stone (CHRE) and Lewis Macdonald, Deputy Minister for Health and Community Care.

2. Media

The team continues to issue Media Alerts for fitness to practise hearings along with news releases on all conduct and competence decisions. Regional media coverage is beginning to increase as a result of this work.

Regional coverage on local radio was achieved as part of the public awareness campaign run in Birmingham. The Chief Executive did two radio interviews on BBC Radio West Midlands and Radio 5 Live.

3. Campaigns

The first regional public awareness campaign has been rolled out across Birmingham. The campaign focused on encouraging the public to check the register, and included radio advertisements, bus backs, bus shelters, door-to-door leafleting and a shoppers' clinic. The campaign will be evaluated and a further campaign is being planned for Glasgow in February.

4. Publications

The seventh electronic newsletter has been issued. The distribution continues to grow and is now nearly 3,000. Further work will be done to increase this distribution and develop the content of the publication.

5. Web

'Phase 2' of the website development is underway. This work will involve improvements to the usability of the website, including enhanced search and display facilities and a slight restructure to the navigation to make the education information more accessible. The content management system is also being improved, which will benefit website administrators. The majority of this work is based on feedback received from users of the website both internally and externally.

6. Internal Communications

An audit of internal communications tools and methods is being carried out. The full findings and recommendations will be incorporated into the communications workplan for 2007/08.

7. Staffing

The new Director of Communications joined the HPC on 4th September. The Media and Internal Communications Officer and the Stakeholder Manager both left the organisation at the end of August. The roles and responsibilities of these two posts are being reviewed and redrawn, and it is planned to advertise for two posts before Christmas.

8. Projects

Fees Rise project: the team is actively involved in this project, supporting production and overseeing design, printing and mailing of the consultation document. The team will also be taking responsibility for internal communications, press and web.

Patient and Public Involvement (PPI): HPC representatives attended a seminar focusing on hard to reach groups, organised by the Joint Health Regulators' Group. An audit of the HPC's PPI activities will be undertaken and the findings, with recommendations on future activity, will be incorporated into the communications workplan for 2007/08.

1. General

Since the Council meeting, the Finance Department has produced the September year-to-date management accounts and is currently preparing publication of the October year-to-date management accounts.

2. Supplier payments

At the end of September, at least 99% by value of the £403,000 creditor payments (September purchase ledger) are in the 30 days or less category in the Aged Creditors Listing.

3. Fee adjustments and income receipts handling

We have about zero day processing backlog on rejected payments /refunds and zero days backlog on mid-cycle lapsing of registrants. Banking of registrant cheques and credit-card reconciliations are up-to-date.

4. Income Collection cycle

Direct debit collections of registrants’ fees (cover more than 80% of renewal fees by value) are done by the Finance Department, with collections made two months in advance. Dietitian and operating department practitioner collections occurred in November. A further fee collection is scheduled in December for the chiropody profession. Most of the income comprises renewal fees collected.

5. Funds under Management

At 8th November, the Business Reserve account balance was £0.30 million earning an interest rate of approx 2% per annum. A further £4.3 million is invested in the Special Interest-bearing Account on a rolling monthly basis, earning 4.5% per annum. NatWest, Barclays and HSBC are active Money Market providers for HPC. The current market value of funds in our investment portfolio is approx £1.75million. We are in compliance with the reserves policy level approved by the Finance & Resources Committee in November 2005.

6. Tax Issues

In early October, a meeting was held with VAT advisors from Baker Tilly. In order to commence with the application to cancel the VAT registration for Stannary Street Ltd, we need to trigger the £250,000 limit for refurbishment project costs incurred. Once this limit is exceeded (about Feb 2007?), the VAT disapplication provisions will likely apply. Baker Tilly will then contact HMRC to cancel the VAT registration for the property company. Baker Tilly advised that a review of the arrangements with providers of temporary staff be undertaken to ensure that wherever possible, temporary staff are supplied on a true agency basis (rather than a principal basis) and that VAT is therefore only charged on the agencies margin. Baker Tilly also advised that a more detailed review of the VAT charges incurred on HPC printed matter should be undertaken to ensure that VAT is not being added in error to printed matter that qualifies for zero rating. We will investigate both areas further for cost-saving opportunities.

7. BSI Quality Audit of Finance Dept processes

British Standards Institute conducted a quality audit of finance processes on the 16th of October. There were no non-conformities for the Finance Department. A full report on the results will go to the Audit Committee.

8. Five Year Plan and Fee Change proposal

A separate paper is included giving a progress update on the Fees Project. Following the October Council meeting, the Executive re-modelled the Five Year Plan for Option 2 (a renewal fee of £72 and UK graduate (approved courses) fee of £102 (£30+£36+£36)). This indicates financial operating deficits in Years One and Two of the latest Five Year Plan. In response, in November 2006, budget-holders will be preparing a comprehensive “bottom-up” first-cut budget for the 2007/08 year with compensating cost targets.

To recap on the project, the fee change is likely to be a significant and high profile project for HPC, involving at least four external suppliers (Bircham Dyson Bell on the Fees Order drafting, Print UK Ltd to print the documents and Digital Steps Ltd to re-programme fees in LISA). It will also involve at least six HPC departments (the Secretariat, Communications, Finance, Registrations, Corporate Services and Policy & Standards).

9. March 05 and 06 Annual Report publication

The MS Word version both Annual Reports is now on the HPC website. Final copies in their design format will be available for both the year ending March 05 and year ending March 06, in December 2006.

10. Employee training and staffing levels

There is a team of six full-time employees in the Finance Department, including the Finance Manager. Three Finance Department employees are enrolled in after-hours, part-time, professional accountancy qualifications (CIMA and ACCA) at present. Temporary staff are periodically hired to cover for permanent staff on annual, study or sickleave and to help clear work backlogs (to maintain agreed service levels).

11. Significant Financial Projects/Issues (next few months in descending priority order)

Progress the Fee Change project (to go live in June 2007)

Progress the pension scheme issues

Launch and complete the DD name change (CPSM to HPC) project

Complete the BACS/IP project

Progress the intermediate lapsing project MP11 (to go live in March 07)

Introduce project financial reporting

NB: Any potential recoveries of past fraud-related costs from our ex-auditors are still under negotiation with Bircham Dyson Bell's lawyers.

12. Facilities Management Report

Staffing

There are six permanent employees including the Facilities Manager and the new permanent catering officer who started in mid October.

Procurement & Logistics

Space-planning is in progress for the period before and during 22-26 Stannary Street refit work. We expect to commence building work for 22-26 Stannary Street in April 2007 and the building work to continue until September. During that time, areas in 20 Stannary Street will likely need to be evacuated to alternative premises due to ongoing construction noise. The various consultants appointed include the architect, client representative, quantity surveyor, mechanical & electrical engineers, structural engineers, acoustic engineers, land surveyors and Health & Safety consultants.

A signage project is planned to improve site signage in the next few months. Window replacement (with ones that provide ventilation) for the first floor of Stannary Street took place in November.

Health and Safety Issues

A firm of consultants, Lawrence Webster Forrest was recently appointed to carry out work to draft suitably integrated Health & Safety and fire safety policies. This report is expected to be completed by January 2007. The subsequent phase is to implement the policies, including training employees.

1. Striking off

Peter Jones, operating department practitioner – convictions for indecent photographs of children

John Amed, physiotherapist – convictions for theft from employer

2. Suspension

Julia Hollinrake, occupational therapist – alcohol related convictions

Claire Fox, occupational therapist – cautions for shoplifting

Alan Sutheran, operating department practitioner – drug misuse

Wendie McNabb, dietitian – record keeping

Thabo Phirie, biomedical scientist – wounding with intent to do grievous bodily harm

3. Conditions of Practice

Kara Glen, physiotherapist – inappropriate relationship

4. Caution

Paul Cooney, paramedic – driving under the influence of alcohol

Sarah Jane Hooper, chiropodist – incorrect assessment of a patient

James Sheehan, paramedic – self-administered entonox

Claire Groom, paramedic – failure to report a hoax call

Angus Sutherland, operating department practitioner – internet use

Martin Cooney, operating department practitioner – convictions for harassment

5. Part Heard/Adjourned

Gwyn Lishman, occupational therapist

Paul Hambleton, paramedic

Paul Flack, paramedic

6. Referral to Conduct and Competence Committee

The case of Kay Cousins was referred from the Health Committee.

7. No Further Action

Vickie Darnley, operating department practitioner – incorrect entry

8. Not allowed onto the register

Alison Owens, operating department practitioner

9. Allegations not well founded

Three conduct and competence cases were not well founded

10. Review Hearings

Esther Randall, physiotherapist – suspension continued

Fiona Drew, physiotherapist – conditions extended

Minette Magno, physiotherapist – suspension continued

Richard Adams, physiotherapist – suspension continued

Joe Osmond, speech and language therapist – conditions revoked, suspension order imposed

Asarath Aliyar, physiotherapist – suspension continued

Baldev Mehra, physiotherapist – suspension continued

Gordon Mendy, physiotherapist – conditions extended.

11. Interim Orders

Interim Orders have been granted in the following cases:

Derek Dredge, paramedic

Christopher Wall, chiropodist

The following interim orders have been reviewed:

Karl Tett

Rachel Winnard

Kathryn Crain

Kay Cousins

Prajake Nawathe

June Elliott

Matthew Hankin

Richard Fitch

Benjamin Lavender

David Pratt

Bhavari Kilaru

12. Investigating Committee

92 allegations were received between August and October 2006. Panels of the Investigating Committee considered 59 cases between August and October 2006. The panels referred 39 cases. There is a current case to answer rate of 70%. At the end of October there were 195 cases within the remit of the Investigating Committee

13. Conduct and Competence Committee

At the end of October there were 127 cases within the remit of the Conduct and Competence Committee

14. Health Committee

At the end of October there were eight cases within the remit of the Health Committee

15. Review Hearings

At the end of October there were 59 registrants subject to a conditions of practice or suspension order

16. Hearing Fixing

As at the 1st November, 56 full hearings have been fixed for hearing before April 2007

17. Registration Appeals

Between August and October 20 registration appeals were received, 33 appeals were heard and 10 appeals were allowed. At the end of September there were 37 open registration appeals.

18. Health and Character

Between August and October, 103 health and character declarations were received. Panels considered 92 cases. Three applicants were rejected for registration and five registrants had their self-referrals referred to a fitness to practise panel.

19. Protection of Title

96 complaints about the misuse of title were received between August and October 2006.

20. High Court Appeals

The appeal in the matter of Mohammed Khokhar was dismissed on 20th October 2006. Submissions as to costs have been made to the court. We are waiting for a decision in this matter.

21. Other Information

Training Attended:

Diversity training
Interview training
Particulars training
Law and procedure training
Fitness to practise team awayday

22. Meetings:

Suzanne Phillips, General Dental Council (GDC) – to discuss the approach the GDC and HPC take in relation to drafting allegations
Equality and Diversity Project meeting
Office of Fair Trading – to discuss the provisions of the Enterprise Act and how it may assist the HPC
Legal assessor and panel chair review day
Royal College of Speech and Language Therapists
Stuart Rouse, Unison

23. Resources

Two temporary case managers join HPC on 7th December 2006. We will be recruiting for further case managers in the new year. Victoria Adams joined the Department on 17th November 2006 as the new hearings officer. We now have three hearings officers

1. Employee Resourcing

Jacqueline Ladds commenced as Director of Communications on 4th September 2006. She is now working on filling the two vacancies in the Communications Department. The Publications Manager post has been advertised firstly, in the Guardian on-line publication, with a closing date of 8th November 2006.

As notified to the Council at the previous meeting, one of the two Education Officer vacancies in the Approvals and Monitoring Department was not successfully filled, following advertising in September. However, re-advertising has resulted in an appointment and Chris Hipkins commenced on 30th October 2006.

A Case Manager vacancy in the Fitness to Practise Department has been replaced with a Hearings Officer post, as this is currently a greater need within the Department. Following advertising through both agencies and the Evening Standard on-line publication, Victoria Adams has been appointed to the post and commenced on 17th November 2006.

The post of Catering Officer was advertised in local newspapers and has been filled by Janet Davis who commenced on 16th October 2006.

Interviews will be held during November for two Registration Officers and a UK Team Leader vacancy. The Partner Administrator post within the Human Resources Department (which has been vacant since the previous Administrator gained an internal promotion to the IT Department) has been advertised and interviews are anticipated to be held in early December.

2. Training

The Human Resources Department, along with departmental heads who manage partners, have attended a briefing session about the new age discrimination legislation which came into effect on 1st October 2006. The Employment Equality (Age) Regulations 2006 will have a significant impact. For example, the Human Resources Department has been removing references to age (such as years of experience required for a post) from position descriptions, and terming them with competency based criteria instead. Some other necessary measures, such as removing the information about personal information (which includes date of birth) from CV's prior to job applications being sent to interview panels for short-listing, had already been implemented by the Human Resources Department prior to the legislation taking effect.

As part of the broader Equality and Diversity Project being undertaken across the organisation, age discrimination is being incorporated into the measures to be addressed.

In a related matter, the management team received training in interview techniques in October, which incorporated creating competency based job descriptions, developing competency based questions and implementing measures to protect the HPC from allegations of discrimination.

3. Job Descriptions

The Human Resources Department is currently assisting managers with the annual review of all job descriptions, to be completed by 1st December 2006.

1. Employees

No changes

2. General IT Infrastructure

Migration work and consolidation has been completed. Star Internet preparing infrastructure to match HPC’s requirements is in progress. The migration plan is being finalized for full data replication to our Internet service provider. This is complex and will require minor shutdown outside normal office hours.

3. Projects

ODP r enewals have been processed via ICR. This technology continues to prove its worth. Changes to renewal forms for the next season are being evaluated.

BACS-IP & AUDDIS: The Finance Department has tested the BACS-IP process with the details of three employees, as registrant data could not ultimately be used.

Finance, IT and Operations are looking at the precise go-live date for the enhanced version of LISA and the activity to support this in Finance.

APU (Fitness to Practise tracking system): Approximately 50 bespoke reports have been identified for the Fitness to Practise system. 15 have been completed. The basic system is complete.

LISA On-line Applications. A test version of the on-line applications service is on our test environment and is available for access by in-house registration employees for comment and testing.

UK Registrations now have a plan to update our application forms, the fully functioning version will be released after further changes and employee training.

The list of existing requests and major IT involved projects from the business was prioritised at the HPC IT priorities and development meeting on 8th November 2006. This list will go to EMT for approval.

The Digital Steps support contract for LISA has been renegotiated. This includes unlimited support hours, and an annual upgrade of operating system and application server.

4. Business Continuity & Security

A major power outage in the Kennington area on Monday October 6th resulted in total shut down of HPC’s systems and required the closure of the building for Health & Safety reasons. The website register link was directed to the DR servers at Star in Gloucestershire and a service continued to be provided to the public.

This entirely unplanned event proved the value and robustness of HPC’s existing business continuity programme.

The shut down ultimately triggered a hardware failure to the security device protecting registration details from the public. This had the effect of stopping public register data access. This has been repaired, and negation planned for the future.

5. Information Services

The analysis of existing age and gender data, (and the proposal to capture data on gender and age from all registrants in the near future to fill in the gaps), and the postcodes project, etc, to assist in predication of future trends and assessment of current registrant profiles, are ongoing; a proposal to restore and conserve old hard-back CPSM registers is under evaluation. The analysis of the existing hardcopy archive and cataloguing the several hundred (currently uncatalogued) boxes of microfilms in the microfilm archive inherited from CPSM, continues.

1. Continuing Professional Development Assessors Recruitment

At present, the recruitment process for the CPD assessors is in its early stages. Meetings are being held with the relevant departments to ascertain how many CPD assessors will be needed. Furthermore, meetings will be held in late November/December to develop draft role-briefs for the CPD assessors and to discuss potential dates for recruitment.

2. Performance Appraisal

Further to Council’s approval of the partner appraisal system, the internal implementation process has been agreed and posted on to HPC’s management system. To date, seven visitors have been sent the paper-work for appraisal during May and June 2006.

During the reappointments process, the performance appraisal system was temporarily suspended. The performance appraisal system has now restarted and, to date, a total of 10 visitors have been sent the performance appraisal paperwork.

3. Partners’ Conference 2006

The Health Minister of Scotland, Andrew Kerr is now unable to attend the Partner Conference. However, Lewis Macdonald, Deputy Minister for Health and Community Care, has now confirmed that he can attend the Partner Conference in replacement for Andrew Kerr. The second keynote speaker is Julia Stone from the CHRE.

Each department taking part in the conference has submitted a brief outline of their break-out session. This information has been placed on the Partners’ Conference invitations. All break-out session presentations have been submitted by each individual department.

These presentations will be placed in the Partners’ Conference packs. Furthermore, those partners who have indicated that they are not able to attend the Partners’ Conference will be sent a conference pack after the event. A briefing pack for the Partners’ Conference has been developed internally. The pack comprises possible issues that may arise at the Conference, for example, partner usage and partner reappointments process 2007.

4. Partner Reappointments Process 2007

Over the next few months, I will be holding meetings with relevant department heads to develop the reappointments paperwork. Those partners whose partner agreements expire in January/February 2007 will be sent out a letter to extend their partner agreement until July 2007. This will allow all partner agreements to expire in 2007 at the same time.

5. Drama Therapist Recruitment

A vacancy has arisen for a Registration Assessor (Drama Therapist). An advertisement has been placed with the British Association of Drama Therapists in their quarterly newsletter and on the HPC’s website. The closing date for receipt of all applications was 24th November 2006. A date is still to be confirmed for interviews.

1. Meetings

- Skills for Health, web-based tool workshop day, 6th October , 7th November, 24th November 06
- Patient safety in a reformed regulatory system, Royal College of Physicians conference, 9th October 06
- Legal assessors and panel chairs review day, 11th October 06
- Nursing and Midwifery Council, entry requirements for approved programmes meeting, 13th October 06
- The Mutual Recognition of Diplomas and the Implementation of the New Directive, Colloquium, 18th – 20th October 06
- Healthcare Professionals Crossing Borders implementation meeting, 23rd October 06
- Association of Clinical Scientists, 16th October 06
- Scottish Executive review of health regulation, stakeholder consultation event, 17th October 06
- Frances Garratt, General Dental Council, 24th October 06
- Alliance of UK Health Regulators in Europe, 25th October 06
- Healthcare Commission, 26th October, 6th December 06
- Department of Health, Approved Mental Health Professionals meeting, 2nd November 06, 29th November 06
- Jon Levett, General Optical Council, 7th November 06
- Jane Fox, Skills for Health, 8th November 06
- Helen Davis, 13th November 06
- CHRE Clear boundaries project group meeting, 14th November 06
- Julie Stone and Elisa Pruvost, CHRE, 14th November 06
- Speaker at Therapy Weekly CPD for AHPs conference, 16th November 06
- Speaker at IBMS Education Officers' CPD day, 17th November 06
- Speaker at NHS Education for Scotland Practice Education Facilitators day, 22nd November 06
- Roger Thompson, Nursing and Midwifery Council, 23rd November 06
- Stuart Thompson, Bircham Dyson Bell, 24th November 06
- Foundation for Integrated Health, 13th December 06

2. Current Projects:

Department of Health review of non-medical regulation: The Council submitted its response to the Department of Health's review, and also a response to the parallel Chief Medical Officer's report, 'Good doctors, safer patients', at the beginning of November.

Consultations: The Department is currently co-ordinating three concurrent consultations:

- amending standard of education & training 6.7.5 to make the requirement for an external examiner on an approved programme more flexible

- the results of the review of the Standards of Proficiency
- the Council's proposals for registrants' and applicants' fees.

The responses to all of these consultations are being processed and analysed in-house.

Standards of Education and Training – Guidance for Education Providers: The results of this consultation have been approved by the Education and Training Committee, and are the subject of a paper to this Council meeting.

European Community: Sam Mars, Policy Officer, is working on the implications of the Professional Qualifications Directive for HPC, and also on implementing the recommendations from the Healthcare Professionals Crossing Borders conference in Edinburgh, October 2005.

Review of the standards of conduct, performance and ethics: Two discussion meetings were held in September, one with professional bodies and unions, and one with patient and public groups. The results of these discussion meetings have been taken to the practice committees.

3. BSI audit

The Policy and Standards Department completed and passed its first BSI audit in October, as part of HPC's ISO registration.

This item covers both the UK and International Registration Departments for the period August to October 2006.

1. Operational Performance

a) Telephone Calls

i) UK Department – During the period from the 1st August 2006 to 31st October 2006 the team received a total of 18,577 telephone calls, which was a 6% increase compared with the same period last year and 91% of calls were answered, which is a 16% improvement on the same period last year. The team has made a significant improvement in reducing the ‘time to answer’ all calls, with the average time to answer improving from 96 seconds in May 2006 to 32 seconds in October 2006.

ii) International Department – During the period from the 1st August 2006 to 31st October 2006 the team received a total of 5,207 telephone calls and 93% of calls were answered, which is a 4% improvement on the same period last year. The team has reduced the ‘time to answer’ all calls, with the average time to answer improving from 18 seconds in May 2006 to 12 seconds in October 2006.

b) Application Processing

i) UK Department – A total of 3,078 new applications were received during this period and 4,235 individuals were registered. Applications took on average seven working days to process from start to finish compared to 10 days for the same period last year.

Applications for readmission were taking an average of two working days.

ii) International Department – A total of 881 new international and grandparenting applications were received in this period and 890 individuals were registered. The focus during the three months was to improve service delivery time and reduce backlogs and the team has reduced the minimum information backlog, which was 768 applications in July, to 26 applications at the end of October. The team is now processing applications on the same day they are received, which is a significant achievement.

14 operating department practitioner (ODP) grandparenting applications were received and the grandparenting window closed on the 17th October 2006 for ODPs.

c) Emails

i) UK Department – The team is receiving approximately 40/50 emails per day and is managing to respond to these within a couple of hours in most cases.

ii) International Department – The team is receiving approximately 30/40 emails per day and is responding to these within 48 hours of receipt.

d) Registration Renewal

The final profession to renew registration this year is ODPs. 8,629 renewal forms were sent at the at the beginning of September 2006 with 3,752 final notices sent at the end of October. Registrants have been provided with pre-paid business reply envelopes in the hope that this will improve the response rate.

Renewal applications were taking an average of 48 hours to process.

2. Employee Resource

Both teams are currently operating within their budgeted headcount, with operational effectiveness improving.

During the period Sonny Burgess left the UK Department, and Robert Ackford and Gary Stanbury left the International Department.

We are currently recruiting for a Team Leader and two Registration Officers to work within the UK Department and one Registration Officer to work within the International Department. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

Both Claire Harkin and Mark Potter have commenced studying for a Professional Certificate in Contact Centre Management and Strategy.

1. Appointment of Lay Member

Following an open recruitment process run by the Appointments Commission, Mr Peter Douglas was appointed to the lay member vacancy on Council. A press release regarding this appointment is available on the HPC website.

2. Election of Physiotherapy Member

Following a re-run of the 2006 election for the physiotherapy vacancy on Council, Professor Graham Smith has been elected. A press release regarding the outcome of the election is available on the HPC website.

3. Appointment of Speech and Language Therapist

Registrant Member

The Appointments Commission is currently undertaking the recruitment process for the speech and language therapist vacancy on Council. A letter regarding the vacancy was sent to all speech and language therapists on the register in the week commencing 17th November 2006. It is anticipated that interviews for the vacancy will be held in mid February 2007.

4. Training

Induction

An induction session for new Council members was held on Friday 24th November 2006.

Health Professions Order Training

A training session regarding the Health Professions Order will be held on Wednesday 13th December 2006. All Council members who have not attended previous sessions have been invited to attend.

A training session for members of the Audit Committee took place after the Audit Committee meeting on Wednesday 6th December. Further training will take place in February 2007

5. Council Away Day – Wales

The Council awayday will be held on 3rd and 4th October 2007 at the Vale Hotel in Cardiff. Details regarding the hotel will be posted on the members’ extranet and an email regarding attendance will be sent to members in July 2007.

6. Meetings

Members of the Secretariat attended the following meetings; corporate governance meeting with representatives from other regulators; Charity Corporate Governance Conference

7. Training

Members of the Secretariat attended:
Excel training
equality and diversity training
interview training

8. Members’ Manual

The Secretariat is currently updating the members’ manual.

9. 2007 elections

Planning for the 2007 elections for the chiropodist, paramedic and biomedical scientist part of the register has started. Updated information will be available on the HPC website in January 2007.