

Council, 10 February 2016

Secretariat report

Executive summary and recommendations

Introduction

The report provides an update about the activities of the Secretariat Department.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

2 February 2016

Secretariat Department – Council meeting, 2 February 2016

The following provides an update about some of the work of the Department.

Employee resourcing

Louise Lake, Director of Council and Committee Services, will be going on maternity leave on Thursday 3 March 2016 for approximately one year. Subject to Council approval, Kelly Holder will undertake the role of Secretary to Council. Claire Amor will support Kelly in her role as Secretary to Council whilst also overseeing the information governance function, including the line management of Giba Begum (Team administrator) and a new employee who will be on a fixed term contract and who will be responsible for dealing with FOI/DPA requests on a day to day basis.

Teresa Haskins will undertake those areas of secretariat work which are aligned with HR, for example, appointment and reappointment of Council members, appraisals and training and Jacqueline Ladds will be responsible for the Strategic Away day scheduled for October 2016 together with overseeing the complaints function.

Council members should continue to direct their queries in relation to travel and expenses to Giba with other queries being directed to Claire.

ISO Certification

In October, the EMT agreed to the first phase of a project to implement the ISO standard for feedback and complaints handling at the HCPC (ISO 10002). We have been working with a consultant to bring the HCPC's current feedback and complaints system in line with the Standard. The Standard has five clauses that we will be audited against – Guiding principles, Complaints-handling framework, Planning and design, Operation of complaints-handling process and Maintenance and improvement. Following approval from EMT in January, we will progress to the auditing phase in the coming months.

Freedom of Information and Data protection

The Department is responsible for managing requests for information under Freedom of Information and Data Protection legislation, including managing our relationship with the Information Commissioner.

In recent months we have received the following numbers of FOI / DPA requests.

November: 43

December: 37

January: 51

External Meetings

Members of the Secretariat attended the following meetings:-

- 13 January 2016: Inter-regulatory governance group.

Training for Employees

Members of the Secretariat attended the following training:-

- 4 December 2015: BSI transition seminar
- 16-17 December 2015: Quality Assurance training;
- 29 January 2016 PHSO 'My expectations' complaint workshop; and
- 2 February 2016: Giba Begum attended another module of her Level 3 Foundation Certificate in Human Resources Practice in relation to 'Understanding organisations and the role of HR.'