

Council, 8 February 2017

Secretariat report

Executive summary and recommendations

Introduction

This report provides the Council with an update into the work of the Secretariat Directorate in December 2016 – January 2017.

Decision

This paper is to note.

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

30 January 2017

Secretariat Department – Council, 7 February 2017

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

Appointments

- **Council**

Sue Gallone and Gavin Scott joined the Council from 1 January 2017. An induction programme is underway.

- **Tribunal Advisory Committee**

Following interviews held in December, six members have been put to Council for ratification on today's agenda. An induction for the TAC is planned in March over two days.

Feedback and Complaints

- **ISO 10002**

Our ISO 10002 (Complaints Handling) audit took place on 26 and 27 January 2017. The auditor met with managers across Finance, Fitness to Practise, Registration and Secretariat to review the management, investigation, responses and reporting of complaints about HCPC. We successfully re-certified against the Standard.

- In recent months we have received the following numbers of complaints

October - 48

November - 51

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 - 33

December - 35