

Council

Minutes of the 110th meeting of the Health and Care Professions Council as follows:-

Date: Wednesday 22 March 2017

Time: 2pm

Venue: Rooms D & G, Health and Care Professions Council, Park House,
184 Kennington Park Road, London SE11 4BU

Present: Elaine Buckley (Chair)
Stephen Cohen
Maureen Drake
Sue Gallone
Sonya Lam
Eileen Mullan
Joanna Mussen
Gavin Scott
Robert Templeton
Graham Towl
Nicola Wood

In attendance:

Claire Amor, Secretary to Council
Jonathan Bracken, Solicitor to Council
Roy Dunn, Head of Business Process Improvement
Guy Gaskins, Director of Information Technology
Andy Gillies, Director of Finance
Abigail Gorringer, Director of Education
Michael Guthrie, Director of Policy and Standards
Teresa Haskins, Director of Human Resources
George Jenkins, Chair of the Professional Standards Authority
John Barwick, Acting Director of Fitness to Practise
Michael Humphreys, Professional Standards Authority
Jacqueline Ladds, Director of Communications
Louise Lake, Director of Council and Committee Services
Greg Ross-Sampson, Director of Operations
Marc Seale, Chief Executive and Registrar
Tian Tian, Head of Financial Accounting

Public Agenda – Part 1

Item 1.17/26 Chair's welcome and introduction

- 1.1. The Chair welcomed Council members and those seated in the public gallery to the 110th meeting of Council.
- 1.2. The Chair welcomed George Jenkins, Chair of the Professional Standards Authority (PSA) to the meeting as an observer.
- 1.3. The Chair welcomed Louise Lake, Director of Council and Committee Services, on her return to the HCPC following a period of maternity leave.

Item 2.17/27 Apologies for absence

- 2.1 Apologies for absence were received from Stephen Wordsworth.

Item 3.17/28 Approval of Agenda

- 3.1 The Council approved the agenda.

Item 4.17/29 Declaration of Members' interests

- 4.1 Sonya Lam, Robert Templeton and Graham Towl declared an interest in item 11, Council reappointments panel, as the panel would be considering their reappointment. Nicola Wood had previously informed the Council she will not be seeking reappointment.
- 4.2 Nicola Wood declared a standing interest as a non-executive Director of the Board of the Information Commissioner's Office.

Item 5.17/30 Minutes of the Council meeting of 8 February 2017

- 5.1 The Council considered the minutes of the 109th meeting of the Health and Care Professions Council.
- 5.2 The Council agreed that minute 8.5 should be amended to clarify that public protection was the overriding consideration and that the HCPC should not wait indefinitely for further clarity from government on its plans.
- 5.3 The Council agreed the minutes subject to the amendment outlined.

Item 6.17/31 Matters arising

- 6.1 The Council noted those matters arising from the meetings held on 8 February 2017.
- 6.2 The Council noted the report.

Item 7.17/32 Chair's report

- 7.1 The Council received a report from the Chair.
- 7.2 During discussion the following points were noted:-
- the Chair and Chief Executive met with Suzanne Rastrick, the AHP lead for England and discussed the 'Allied Health Professions into Action strategy', the launch of which the Chair attended in January. The widening role of AHPs within the workforce was also discussed. A commitment was made to meet twice a year in future, September 2017 being the next meeting; and
 - at the recent 'Meet the HCPC' event in Cardiff focus was on the challenges registrants face when using social media. Council members Graham Towl and Joanna Mussen also attended the event, with Graham Towl presenting on the revised standards of conduct performance and ethics.
- 7.3 The Council discussed the Welsh language scheme and the HCPC's commitment to having a Welsh interpreter present at communications events in Wales. It was noted that whilst few attendees choose to speak Welsh, it was important to have this facility available. The Council agreed the ability to ask questions in Welsh should be promoted at events.
- 7.4 The Council noted the report.

Item 8.17/33 Chief Executive's report

- 8.1 The Council received and noted a report from the Chief Executive.
- 8.2 During discussion the following points were noted:-
- the Children and Social Work Bill completed its passage through the House of Commons on 7 March 2017. The House of Lords will now consider the Commons' amendments to the Bill on a date to be confirmed;
 - the four country government consultation on regulation reform has yet to be published. At the Chief Executives' Steering Group on 17 March there was a discussion as to whether the Law Commission's recommendations could be achieved through Section 60 orders;

- the HCPC and Sheffield Hallam University are facilitating a meeting for the Department of Health regarding physicians' associates;
- the other regulators of social workers in the UK have recently advised that they have taken the decision not to register without restriction the graduates of the HCPC approved programme run by Frontline;
- the HCPC is currently in discussions with the other care councils to better understand their evidence base for taking this decision. Following these discussions it is likely that the MOU will require revision;
- the PSA performance review is currently underway. The PSA have advised that they intend to carry out a 'targeted review'. The areas they wish to consider further are chiefly those that relate to the three standards they considered were not met in the 2015-16 review; and
- following discussion at previous Council meetings and at the Council's workshop in February 2017, the Executive is currently reviewing the approach to performance reporting to Council and proposals would be submitted to Council for discussion.

- 8.3 The Council discussed the care councils' decision regarding the Frontline programme. The Council noted that the regulation of social workers in the UK is a devolved function and that there had been a lack of consensus in the social work sector about the programme when it was first set up.
- 8.4 The Council discussed the implications the decision of the care councils may have on the MOU and automatic recognition arrangements. It noted its concern at the lack of engagement with the HCPC. It was agreed that more information was required from the care councils on their reasoning for this decision. The Council noted an update on the HCPC's discussions with the care councils regarding the Frontline programme would be provided at its next meeting in May 2017.
- 8.5 The Council discussed progress on joint working. It was noted that the NMC had written to all the health and care professions regulators following a recent meeting to gain agreement on the potential areas to be explored. The HCPC confirmed it was willing to collaborate and is waiting on a response from the NMC. The Council agreed that participation from all regulators was desirable. The suggestion was made that, as the PSA were in attendance at the meeting, they may wish to encourage participation if they feel joint working should be taken forward.
- 8.6 The Council noted that the HCPC continues to work with the GMC to produce joint conflict of interest guidance. It was agreed that a summary of current joint working activities the HCPC participates in would be included in the Chief Executive's report in May 2017.

- 8.7 The Council noted that, at its meeting in May 2017, it will receive a paper setting out proposals for performance reporting going forward. The paper will also outline the proposed frequency of other regular reports to Council.
- 8.8 In response to a question it was noted that the framework for the suggested key reporting data took into account the PSA's standards and quarterly return requirements. The rationale for the data chosen will be included when the paper is presented to Council in May.
- 8.9 The Council noted the report.

Item 9.17/34 New Regulatory body for social work

- 9.1 The Council received a verbal update from the Chief Executive on developments since the last Council meeting relating to the transfer of the regulation of social workers in England to a new regulator.
- 9.2 During discussion the following points were noted:-
- the House of Lords will consider the Commons' amendments to the Children and Social Work Bill on a date to be confirmed;
 - no clearer picture has been provided by government on their plans for the new regulator;
 - a timescale for the government's gateway review of the project is not yet known;
 - a shadow regulator cannot be established until the legislation has passed and royal assent has been given; and
 - it is likely that the original stated transfer date of September 2018 will not be met. It is not clear how long any delay will be.
- 9.3 The Council noted that the Audit Committee discussed the social work transfer project risk register at its meeting on 15 March 2017.
- 9.4 The Council expressed its concern that no detail was forthcoming from the government on its plans. It was agreed that the Chair and Chief Executive should write in a constructive and engaging way to the Ministers expressing the Council's concern and conveying the risks involved in continued uncertainty. The Council agreed that the Chair, Chief Executive and Solicitor to Council would determine the appropriate timing of the letter.
- 9.5 The Council agreed that effective communication with social worker registrants was vital as anecdotally it appeared that there was a poor understanding of the changes ahead. It was agreed that the key message to convey is that the HCPC remains the regulator for social workers in England until the transfer date.

Item 10.17/35 Practice notes

- 10.1 The Council received a report from the Executive.
- 10.2 The Council noted that, in preparation for establishing the Health and Care Professions Tribunal Service (HCPTS) and the Tribunal Advisory Committee (TAC), a review of existing Practice Notes has been undertaken.
- 10.3 During discussion the following points were noted:-
- as agreed by Council, when established the TAC will be responsible for providing guidance to the HCPTS on matters of practice and procedure. Principally, the TAC will discharge this function by assuming responsibility for the approval of Practice Notes;
 - the current Practice Notes have been reviewed to provide the TAC with a useful starting point from which to develop their programme for future reviews and development. The review also ensures that Practice Notes are properly directed at Panels (rather than secondary audiences);
 - one new Practice Note has been developed, *Conduct of Representatives*, to clarify the conduct expected of lay and other representatives appearing before panels of the HCPTS; and
 - a number of amendments to the Indicative Sanctions policy and the HCPC's approach to fitness to practise policy have also been identified. A comprehensive review of the Indicative Sanctions Policy is planned in 2017/18.
- 10.4 Council noted that TAC is an advisory body and is not an appointments committee, training provider or oversight body and will not become involved in individual FTP cases. TAC is independent, but its advice to the Council must accord the Council's policies and strategic decisions, including any financial constraints. TAC will be supported from within existing HCPC staffing and resources.
- 10.3 The Council approved the proposed changes to the individual Practice Notes and policy documents as set out in the paper.

Item 11.17/36 Council reappointments panel

- 11.1 The Council received a paper from the Executive.
- 11.2 During discussion the following points were noted:-
- the terms of office of four current Council members will come to an end in December 2017. All of these Council members are eligible to be reappointed for a further term from 1 January 2018;

- one independent member and one former Council member have been identified to form the reappointments panel along with the Chair of Council; and
 - one member has expressed their intention not to seek reappointment. A full appointments exercise will need to be conducted to fill this vacancy. A paper on the full appointments process and panel will be brought to Council for approval separately.
- 11.3 The Council agreed that a former Council member should not be used in the reappointments exercise as proposed as they may have formed views on a member's performance based on observations that are not recent. It was agreed that the Chair and Executive would identify another panel member.
- 11.4 The Council agreed that care should be taken when determining appointment terms to ensure that the composition requirements of Council did not prevent the next Chair of Council being either a lay or registrant member. However Council noted that the incumbent Chair's term of office was determined to ensure that this situation did not arise going forward. It was also agreed that diversity considerations required focus when the full appointments process paper is considered by Council.
- 11.3 The Council approved the composition of the reappointments panel for 2017 subject to the amendment set out in paragraph 11.3.

Item 12.17/37 Minutes of the meeting of the Audit Committee of 15 March 2017

- 12.1 The Council considered the minutes of the 57th meeting of the Audit Committee.
- 12.2 The Chair of the Audit Committee provided the Council with an overview of the business considered by the Committee.
- 12.3 The Council noted the Committee's recommendation in paragraph 8.3 of the minutes that it should be briefed on the HCPC's succession planning arrangements to determine if a further review is required. The Council agreed to explore this topic in 2017.
- 12.4 The Council discussed the Committee's oversight of the social worker risk register. It was agreed that the Committee should continue to review the register at each of its meetings as it had agreed. It was agreed that the Council would consider the register in July 2017. The Council would then determine its future oversight requirements.
- 12.5 The Council agreed that the independent member of the Audit Committee should be provided with the 5 year plan paper due to be considered in private session, in addition to any other papers for context regarding the transfer of social workers in England.

12.6 The Council noted that the Audit Committee would consider its remit and composition at a workshop ahead of its June meeting. The feedback from this session would be fed into the wider governance review due to be considered by Council in September 2017. The Chair of the Audit Committee invited feedback from members.

12.7 The Council noted the minutes.

Item 13.17/38 Minutes of the meeting of the Remuneration Committee of 9 March 2017

13.1 The Council considered the minutes of the 20th meeting of the Remuneration Committee.

13.2 The Council noted that the Committee had discussed its remit and composition at its March meeting. A paper proposing a change of Chair of the Committee would be brought the Council's May meeting.

13.3 The Council noted the minutes.

Item 14.17/39 Registrant numbers forecast

14.1 The Council received a paper from the Executive.

14.2 The Council noted that the registrant numbers forecast is revised every year and is produced in the FAST format. The model does not calculate income but is used as a basis for this process within the Finance department and also supports the financial five year plan.

14.3 During discussion the following points were noted:-

- the model was updated on the 1 March 2017 to include the actuals in February 2017;
- the transfer of social workers in England has been factored into the forecast;
- the portfolio effect of a multi-profession register works to reduce the impact of changes in one group;
- the actual registration figures will be closely monitored over the coming year to identify any decrease in EU applications; and
- the Executive intends use data to enhance its ability to predict retirement in future financial years. This exercise will require time to produce results.

14.4 In response to a question it was noted that the Quality Compliance Auditor is proficient in the use of the forecast and that a manual has been produced to mitigate risk of key employee loss.

14.5 The Council noted the contents of the paper.

Item 15.17/40 Budget 2017-2018

15.1 The Council received a paper from the Executive.

15.2 During discussion the following points were noted:-

- the budget includes the calculation of the target minimum level of cash in accordance with the Reserves Policy;
- budgeted fee income is a £1.9m / 6% increase on the 2016-17 month 9 forecast, budgeted expenditure shows a £2.2m / 7% increase;
- the budgeted deficit for 2017-18 of £366k reflects higher than normal project spend due to the 186 KPR refurbishment project;
- in 2018-19 it is expected that major project spending will reduce following the completion of the 186 KPR refurbishment. Subject to the timing of the transfer of social workers, it is expected that the 2018-19 budget will show a small surplus;
- no adjustments have been made to either income or planned expenditure as a result of the expected transfer of social workers to a new regulator as the government has not yet provided detail of its proposals;
- the earliest expected transfer date is 1 September 2018, which falls in the following financial year. However vacancies are now being filled on a fixed term basis; and
- as in previous years, investment income has not been included in the budget. Bank interest provides a form of contingency, and helps to maintain the real terms value of the reserves.

15.3 The Chair of the Audit Committee noted that he had attended the February 2017 budget development day with the Executive and considered that the approach to budget setting had been appropriate.

15.4 The Council discussed the presentation of the budget. It was agreed that a degree of analysis of costs by function including allocated support costs at budget level would be useful, even on a one off basis, and in preparation for the transfer of social workers. It was agreed that the Executive would consider the Council's thoughts on a cost allocation exercise and return to the Council with its view.

- 15.5 The Council discussed the headcount budget. It was noted that savings due to vacant posts during the year were not factored into the budget as agency costs were more expensive than permanent employees.
- 15.6 The Council approved the budget for the year ending 31 March 2018 subject to its consideration of the 5 year plan. Subsequently, Council confirmed its approval of the budget.

Item 16.17/41 Any other business

16.1 There were no additional items for consideration.

Item 17.17/41 Resolution

The Council is invited to adopt the following:

‘The Council hereby resolves that the remainder of the meeting shall be held in private, because the matters being discussed relate to the following;

- (a) information relating to a registrant, former registrant or application for registration;
- (b) information relating to an employee or office holder, former employee or applicant for any post or office;
- (c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- (d) negotiations or consultation concerning labour relations between the Council and its employees;
- (e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Council;
- (f) action being taken to prevent or detect crime to prosecute offenders;
- (g) the source of information given to the Council in confidence; or
- (h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Council’s functions.’

Item	Reason for Exclusion
18	(h)
19	(b)

17.1 Summary of items considered in private session:-

- The Council discussed the 5 year plan, a financial model, and discussed the financial implications of the transfer of social worker regulation. Following the discussion of the 5 year plan, Council confirmed its approval of the 2017-18 budget.

- The Council noted the private minutes of the Remuneration Committee held on 9 March 2017.

Chair:

Date:

Draft

Council

Minutes of the 110th meeting of the Health and Care Professions Council as follows:-

Date: Thursday 23 March 2017

Time: 10am

Venue: Rooms D & G, Health and Care Professions Council, Park House,
184 Kennington Park Road, London SE11 4BU

Present: Elaine Buckley (Chair)
Maureen Drake
Sue Gallone
Sonya Lam
Eileen Mullan
Joanna Mussen
Gavin Scott
Robert Templeton
Graham Towl
Nicola Wood
Stephen Wordsworth

In attendance:

Claire Amor, Secretary to Council
Ruth Cooper, Feedback and Complaints Manager
Guy Gaskins, Director of Information Technology
Andy Gillies, Director of Finance
Michael Guthrie, Director of Policy and Standards
Teresa Haskins, Director of Human Resources
John Barwick, Acting Director of Fitness to Practise
Michael Humphreys, Professional Standards Authority
Jacqueline Ladds, Director of Communications
Louise Lake, Director of Council and Committee Services
Greg Ross-Sampson, Director of Operations
Marc Seale, Chief Executive and Registrar
Louise Shewey, Communications Officer – Media and PR
Kirsty Taylor, Professional Standards Authority
Katherine Timms, Policy Manager

Public Agenda – Part 2

Item 1.17/43 Chair's welcome and introduction

- 1.1. The Chair welcomed Council members and those seated in the public gallery to the second day of the 110th meeting of Council.

Item 2.17/44 Apologies for absence

- 2.1 Apologies for absence were received from Stephen Cohen.

Item 3.17/45 Approval of Agenda

- 3.1 The Council approved the agenda.

Item 4.17/46 Directorate work plans

- 4.1 The Council received a paper from the Chief Executive.
- 4.2 The Council noted that the paper presents a summary of notable activities in each directorate in 2017-18. The activities identified are those which are about improving upon or are in addition to 'business as usual' activities.
- 4.3 The Council noted that each work plan included the relevant sections of the risk register for the directorate as an appendix. The Council discussed how it defines and monitors key strategic priorities and risks. It was agreed that this would be considered for the agenda of the annual council strategic away day.
- 4.4 The Council discussed the Communications workplan in relation to the directorate's planned activity in preparation for the social worker regulation transfer. It was noted that key corporate messages were defined in the Communications Strategy and that a Council development session would take place in 2017 focusing on stakeholder engagement.
- 4.5 In response to a question it was noted that the Executive considers that the delivery of the workplans is realistic and that resources can be reallocated if needed and department projects suspended in response to increased workloads.
- 4.6 The Council agreed that the summary was helpful and should be included when considering the work plans in future years. The Council agreed that in future the summary should provide more of an overarching narrative of the HCPC's key priorities and highlight links to the strategic intent and risk. The Council agreed that the inclusion of the directorate workplans in full as an appendix should continue.
- 4.7 The Council noted the directorate work plans for 2017-18.

**Item 5.17/47 Minutes of the Education and Training Committee Meeting 2
March 2017**

- 5.1 The Council considered the minutes of the 73rd meeting of the Education and Training Committee.
- 5.2 The Chair of the Education and Training Committee provided an overview of the discussions and decisions of the Committee. The Council noted that the Committee would consider its remit and effectiveness as part of the wider Council governance review at its meeting in June 2017.
- 5.3 The Council noted the minutes.

Item 5.i.17/48 Revised SETs and guidance consultation analysis

- 5.i.1 The Council received a paper from the Executive for approval.
- 5.i.2 The Council noted the following points:-
- the HCPC has reviewed the standards of education and training and supporting guidance to ensure they continue to be fit for purpose. The review included feedback on the existing standards from a range of stakeholders and the establishment of a Professional Liaison Group to put together a revised version for consultation;
 - the public consultation took place between 5 September 2016 and 9 December 2016;
 - responses to the consultation were largely positive about the revised standards as a whole. However, there were a large number of comments regarding the level of qualification for entry to the Register for paramedics; and
 - at its meeting on the 2 March 2017, the Education and Training Committee considered the draft revised standards, guidance and consultation analysis document and recommended them to Council for approval.
- 5.i.3 The Council noted that the Education and Training Committee has agreed to receive a paper in June regarding the threshold level for paramedic education, and depending on the outcome of this, consult on any proposed changes later in 2017.
- 5.i.4 The Council agreed the revised standards of education and training and the text of the supporting guidance and consultation analysis document, subject to minor editing amendments and formal legal scrutiny.

Item 5.ii.17/49 Social media guidance consultation analysis

5.ii.1 The Council received a paper from the Executive for approval.

5.ii.2 The Council noted the following points:-

- the standards of conduct, performance and ethics published in January 2016 contains a standard about the appropriate use of social media;
- guidance has been produced to assist registrants with using social media in a way that meets HCPC's standards;
- a public consultation on the draft guidance took place between 3 October 2016 and 13 January 2017; and
- there was strong support for the guidance among respondents to the consultation. Some amendments to the guidance have been proposed based on the feedback received; and
- at its meeting on the 2 March 2017, the Education and Training Committee considered the draft guidance and consultation analysis document and recommended them to Council for approval.

5.ii.3 The Council noted that a communications plan is currently being developed to promote the guidance and that it is expected to be discussed at various meet the HCPC events, as interest is expected to be strong.

5.ii.4 The Council agreed the text of the consultation response analysis document and the draft guidance, subject to legal scrutiny and minor editing amendments.

Item 5.iii.17/50 Revised Return to Practice guidance consultation analysis

5.iii.1 The Council received a paper from the Executive for approval.

5.iii.2 The Council noted the following points:-

- the HCPC sets requirements for professionals wishing to return to practice after a break. In order to provide further information for professionals, 'Returning to practice' guidance was produced in 2006;
- following a review of the guidance the HCPC publicly consulted on revised guidance between 18 July 2016 and 7 October 2017;
- responses received were broadly positive and the draft guidance has undergone some amendments in response; and

- at its meeting on the 2 March 2017, the Education and Training Committee considered the draft guidance and consultation analysis document and recommended them to Council for approval.
- 5.iii.3 The Council noted that the Education and Training Committee have agreed that the HCPC's approach to returners to practise should be revisited in three years.
- 5.iii.4 The Council agreed the text of the consultation response analysis document and the draft guidance, subject to legal scrutiny and minor editing amendments.

Item 5.iv.17/51 CPD guidance consultation analysis

- 5.iv.1 The Council received a paper from the Executive for approval.
- 5.iv.2 The Council noted the following points:-
- the HCPC have revised the existing guidance 'continuing professional development and your registration' in light of the outcomes of the market research study carried out by Qa research;
 - a consultation on the revised guidance was held between 3 October 2016 and 13 January 2017; and
 - at its meeting on the 2 March 2017, the Education and Training Committee considered the draft guidance and consultation analysis document and recommended them to Council for approval.
- 5.iv.3 The Council agreed the text of the consultation response analysis document and the draft guidance, subject to legal scrutiny and minor editing amendments.

Item 6.i.17/52 Continuing fitness to practise: Newcastle University research

- 6.i.1 The Council received a paper from the Executive.
- 6.i.2 During discussion the following points were noted:-
- In 2015, the Department of Health (DoH) commissioned Newcastle University to look at the costs and benefits of the HCPC's existing approach to continuing fitness to practise. This was funded through the Department's policy research programme;
 - working with the DoH to secure commissioned research gave the HCPC access to a bigger research budget. However, the disadvantages were less control over the scope and focus of the research;

- the Executive has concluded that the research has been useful in particular in helping to triangulate previous research findings and in helping to identify focuses for future communications activity;
 - however, the report focuses heavily on comparisons of the HCPC's model with a medical revalidation approach as followed by the GMC and NMC. Cost implications do not appear to have been factored into the recommendations made;
 - the HCPC has carried out or commissioned a number of pieces of research to explore its approach in this area and whether any changes need to be made; and
 - market research has found that the CPD standards are generally well understood and that most stakeholders involved do not consider that the standards or process needed to change.
- 6.i.3 The Council discussed the research team's findings. It was agreed that the evidence base for the recommendations made was not clear. The Council regretted that the research had focused on a medical revalidation approach as the standard for comparison.
- 6.i.4 The Council discussed the DoH's future interest in the research findings. It was noted that the Executive did not expect the DoH would want to act on the recommendations, particularly given the cost implications.
- 6.i.5 The Council noted that the HCPC has a constructive relationship with the DoH. The Council agreed that the HCPC's responses to the research recommendations were measured and to be expected when direct comparisons to an alternate system was the focus of the research.
- 6.i.6 The Council agreed that the first recommendation response in appendix 2 should be expanded to provide a page reference to the relevant discussion of the issue in the main paper.
- 6.i.7 The Council agreed with the Executive's assessment of the recommendations outlined in appendix two of the paper. The Council did not consider that any additional actions were required.

Item 6.ii.17/53 Understanding the prevalence of fitness to practise concerns about paramedics and social workers in England - interim report

- 6.ii.1 The Council received a paper from the Executive.
- 6.ii.2 During discussion the following points were noted:-
- in 2016 the HCPC commissioned a team led by the University of Surrey to undertake research to look at the prevalence of fitness to

practise concerns about paramedics and social workers in England. The interim report is now presented to Council for discussion;

- the final report is due to be presented to the Council in September 2017;
- it is hoped that the research will help to identify preventative actions that all those involved in practice, education, employment, representation and regulation might take; and
- stakeholder events will be held in April 2017 to engage stakeholders with the emerging outcomes of the research.

6.ii.3 The Council noted that the Chair of Council had discussed the recommendations arising from the research with the professional bodies in a recent series of annual meetings. Reception was positive with enthusiasm to engage with the final report.

6.ii.4 The Council noted that some of the findings of the research team may be sensitive and that a communications plan is being developed to help ensure engagement with the research is positive.

6.ii.5 The Council noted that the research team would be providing guidance to the HCPC Policy and Standards directorate on internal research methods to assist in building in house capability. The Council thanked the Director of Policy and Standards for his meticulous approach to commissioning the research, which had maximised its usefulness to the HCPC.

6.ii.6 The Council agreed that the research team should be requested to review the report to revise any Americanised language in the drafting.

6.ii.7 The Council noted the contents of the report.

Item 6.iii.17/54 Regulatory futures review

6.iii.1 The Council received a paper from the Executive.

6.iii.2 The Council noted that, in January 2017, the report of the Regulatory Futures Review was published. This was an initiative of the Cabinet Office, which brought together a number of arm's length regulators including the PSA. This did not include the HCPC or the other regulators overseen by the PSA. The regulators participating in the review and their context makes the applicability of the recommendations to the HCPC limited.

6.iii.3 The Council noted the Executive narrative on the report recommendations as outlined in appendix two of the paper.

6.iii.4 The Council noted the contents of the report.

Item 7.17/55 Review of feedback and complaints - April to December 2016

7.1 The Council received a report from the Executive.

7.2 During discussion the following points were noted:-

- during the reporting period, 1 April to 31 December 2016, 391 complaints and 35 pieces of positive feedback were received;
- the majority of complaints received were about policies, processes and service related to the FTP and Registration departments. 90% of complaints received in this period were responded to by these two departments as these are the departments with the most registrant and public facing transactions;
- a report of feedback and complaints, including a summary of every complaint and response is reviewed on a monthly basis by the Executive to identify learning points and process improvements; and
- during the reporting period the HCPC was recertified against the ISO standard for complaints management, ISO 10002.

7.3 The Council noted that the next report will include a more comprehensive overview of the processes that complaints relate to as previously requested by Council.

7.4 The Council discussed and noted the contents of the paper.

Item 8.17/56 Chief Executive's Summary of key issues

8.1 The Chief Executive provided a verbal summary of the key issues the Executive had outlined during the meeting.

Item 9.17/57 Any other business

9.1 There were no additional items for consideration.

Item 10.17/58 Future agenda items

10.1 The Council discussed future items for the Council's consideration. The following points were noted:-

- the Chair's annual appraisal for 2016-17 will follow the same format as 2015-16. Input from Council members and the Executive will inform the review;

- the Council's meeting in May 2017 will be split between the formal meeting on one day and a more exploratory workshop session on the 5 year plan budget considerations;
- as discussed during item 4, it would be useful for the Council to consider strategic priorities and risk at its annual strategic away day; and
- a schedule of Council meeting business will be added to the iPad folders.

Item 11.17/59 Meeting evaluation

11.1 The following points were noted:-

- the agenda had variety and members felt able to contribute;
- progress could be seen in the Council's efforts to remain strategically focused;
- reaching consensus still presented a challenge, however clarity of differing views was important and issues could be left as unresolved if the Council is clear about its decision to do so; and
- external context items could be listed for note only and circulated outside of meetings. If discussion was needed this could be raised under any other business.

Item 12.17/60 Date and time of next meeting

12.1 Thursday 25th May 2017 at 10am at Park House, 184 Kennington Park Road, London SE11 4BU.

Item 13.17/61 Resolution

The Council is invited to adopt the following:

'The Council hereby resolves that the remainder of the meeting shall be held in private, because the matters being discussed relate to the following;

- (a) information relating to a registrant, former registrant or application for registration;
- (b) information relating to an employee or office holder, former employee or applicant for any post or office;
- (c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;

- (d) negotiations or consultation concerning labour relations between the Council and its employees;
- (e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Council;
- (f) action being taken to prevent or detect crime to prosecute offenders;
- (g) the source of information given to the Council in confidence; or
- (h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Council's functions.'

Item	Reason for Exclusion
14	C, H

13.1 Summary of items considered in private session:-

- the Council noted the private minutes of the Education and Training Committee held on 2 March 2017; and
- the Council received a verbal update on the matters decided by the Remuneration Committee held on 23 March 2017.

Chair:

Date: