

Council, 22 September 2021

Matters arising

Introduction

Below is the actions list, as agreed at the previous public meetings of the Council.

	Action point (and location in minutes)	Action for	Comment
1 July 2021			
	Item 3. 21/89 Chief Executive's performance report		
1	The Council asked if the responsiveness performance issues had been clearly communicated externally so that registrants and applicants were aware of what to expect. The Executive Director of Regulation agreed to review this communication. (3.8)	Executive Director of Regulation	Complete a fuller update is included as appendix 1 to this paper.
2	The Council requested that the presentation of the KPIs be reviewed for the next presentation. The following elements were requested:- <ul style="list-style-type: none"> more historical data provided for measures where possible; annual cumulative totals for measures such as complaints; and colour coding provided for measures without a target for Council's understanding the Executive's view of the performance. (3.11) 	Executive Leadership Team	This has been implemented where the data is available. Producing such data for registration currently would divert resource from resolving service issues.
3	The Council requested that a summary of the nature and use of the HCPC's agreed memoranda of understanding be provided in the September 2021 report. (3.12)	Head of Governance	Complete – attached to this paper as appendix 2
	Item 5. 21/91 Consultation on the revised Guidance on Health and Character		
4	The Council suggested that responders be asked how they heard about consultations as a standard question to inform future consultation promotion activity. The Executive agreed to do this. (5.6)	Executive Director of Professional Practice and Insight.	The Policy team will add this question in to future consultations.
	Item 8. 21/94 Professional liaison service year one evaluation		
5	The Executive agreed to explicitly add 'working with other organisations' to the professionalism and prevention framework action plan. (8.4)	Head of Professionalism and Upstream Regulation.	This has been added to the framework action plan.

6	The Council suggested that the Executive could seek to utilise HCPC's Partners networks to further the reach of the Service. The Executive agreed to explore this. (8.5)		This is being explored.
27 May 2021			
7	Item 4. 21/68 Fitness to Practice Improvement Plan – progress report The Council welcomed the benefits trajectory table relating to the perform plus work on page 9 of the report. The Council requested that a forward trajectory be provided for the full programme to map out the next six months of the programme. The Executive Director of Regulation noted that this was in development and would be shared once available. (4.6)	Executive Director of Regulation	The second tranche of projects for the next 6 months are detailed within the FtP report on this agenda.
23 March 2021			
8	Item 3. 21/32 Chief Executive's performance report The Council requested an update on the scale and impact of the return to practice process on maternity leavers. The Executive agreed to provide this update at the May meeting of the Council. (3.3)	Executive Director of Professional Practice and Insight	An equality impact assessment will be brought to Council as part of the RTP consultation papers in November 2021
9	The Chair of the People and Resources Committee requested that cash levels be tracked as part of the standing finance report. The Executive Director of Corporate Services agreed that this was an important measure for the Council to track and that she was working with the finance team to deliver this. (3.7)	Executive Director of Corporate Services	Cash flow statement will be produced as part of the new management accounts format. First reporting to be presented at September 2021 Council.
10	Item 5. 21/34 Equality Diversity and Inclusion Strategy The Council welcomed the report noting the positive findings, members thanked Executive colleagues for the significant work to develop EDI practice which had enabled the positive findings. The Council noted that the HCPC had not met the PSA standard in this area in the previous year and that that it required ongoing focus and investment. The Council agreed that the gap analysis recommendations were accepted and should be taken forward and implemented. The Policy Lead agreed, noting that an action plan in response to the report would be put in place. (5.3)	Executive Director of Professional Practice and Insight	Following approval of the budget at July Council, an EDI Strategic Lead has been recruited and will start in the Policy team on 4 October. A key priority for them will be to work with colleagues across HCPC to develop, agree and ensure implementation of an EDI action plan to deliver our EDI strategic ambitions and meet the PSA EDI standard as soon as we can (2021/22 if possible; if not 2022/23). In the meantime, HCPC's QA team has undertaken a review of our current position on EDI and flagged key areas for the action plan to address going forward.

Longer term actions

1	The Council also agreed to review decisions taken on an annual basis through a risk lens to understand the application of risk appetite in practice and the consequences of those decisions on risk. (5.6) (25/02/2021)	Head of Governance	This annual review will be scheduled into the agenda plan.
2	The Council welcomed the proposed KPI suite noting that it was a significant step from the HCPC's previous approach to KPIs. The Council noted its ambition for future reviews to include more output measures, though these could be more difficult to quantify. (6.3) (27/05/21)	Chief Executive	To be actioned at the next review of the KPI suite.
3	(The Chair of ARAC) encouraged the Executive to seek to achieve the Corporate Plan 2021-22 within the HCPC's current resource and emphasised the need to ensure that efficiency benefits set out in business cases were subject to benefits realisation monitoring. (2.5) (12/04/21)	Chief Executive	To be monitored as part of delivery tracking

Decision

The Council is requested to note the actions. No decision is required.

Background information

Public Minutes of the Council meetings referred to.

Date of paper

14 September 2021

Appendix 1

Communications elements of the response to the registration service levels

The registration and communications teams have collaborated to provide multi-channel messaging to support those enquiring.

Aims:

- To provide as much reassurance to registrants as possible.
- Communicate realistic expectations on our service levels.
- Support people to self-service where possible so that only people with the most urgent queries are contacting Registration.

HCPC website

Updated messaging on the HCPC website to:

- Explain that we are experiencing extremely high volumes of calls and emails due to:
 - the number of professions in renewal;
 - the summer peak of graduates applying to join the Register and
 - an unusually high number of international applications.
- Explain that the registration number is working, and any 'call failed' notification is due to the maximum capacity of the phone line being reached.
- Provide information on how registrant can manage their account online.
- Provide information on how applicants can check if their application has been approved using the Online Register.
- Advise on the best way to contact us.

Email

A priority email address was setup to support urgent queries.

- Direct emails were sent to enquires with the longest waiting times directing them to the priority inbox.
- 2,250 additional emails were sent to paramedics and orthoptists yet to fully renew during the final week of their renewal window, directing them to the priority inbox in case they had any issues (82% open-rate).
- 2,776 emails were sent to reassure those paramedics and orthoptists that had renewed but waiting for a direct debit claim, that no further action was needed (82% open-rate).
- Updated messaging on the registration inbox auto replies.

Social media

The communications team have been managing service queries on our social channels, largely Twitter.

- Proactive messaging on our registration service levels.
- Direct messages sent to those unable to get a response from the registration team, directing them to the priority inbox
- Agreed lines were created for common service queries.

Telephones

- Voice messaging, to replace the 'call failed' notification on the registration line, thanking the caller for their call and explaining that we are experiencing a high volume of calls and are sorry that we cannot respond to them but that they may find the information they require on our website. Alternatively, asking them to try again later.

August Bank holiday weekend

The bank holiday weekend fell just before the end of the renewal window for paramedics and orthoptists.

- Members of the registration team were responding to emails on Saturday 28 August, Sunday 29 August and Monday 30 August to resolve urgent issues before the renewal deadline.
- Social media channels were covered on Bank Holiday Monday, with urgent queries directed to the priority email address.
- A website news story was published to explain how to contact us during this time.
- New messaging on the main switchboard number over the August Bank holiday weekend providing a priority email address for any paramedic or orthoptist renewal related enquiries.

Appendix 2

Summary of the HCPC's Memoranda of Understanding

A memorandum of understanding (MOU) is a formal agreement by two or more organisations, committing them to work with each other to support common goals.

The HCPC has established a number of MOUs with a range of organisations. We use these agreements to support our regulatory functions, through establishing commitments in areas such as information sharing and the cross-referral of concerns.

The HCPC has an agreed policy position on when we will consider implementing an MOU with a third party organisation. This statement can be found [here](#).

At the Council's request the Executive has summarised all current live MOUs and their purpose.

Third party	Summary of MOU
Care Quality Commission	The working relationship between the CQC and HCPC is part of the maintenance of a regulatory system for health and adult social care in England which promotes patient safety and high quality care. The MOU covers the cross referral of emerging urgent concerns and the routine sharing of FtP information.
Department of Health of the Isle of Man	Professionals practicing within the HCPC's 15 professions and working on the Isle of Man must be registered with the HCPC. The MOU covers the sharing of information regarding FtP concerns relating to registrants working in the Isle of Man
Disclosure & Barring Service (DBS)	This MOU covers the sharing of information regarding FtP concerns or referrals to the DBS.
Gibraltar Medical Registration Board	The Gibraltar Medical Registration Board (GMRB) is the regulator of 23 allied health profession in Gibraltar. Some of these professions are regulated by the HCPC. Entry to the GMRB register for these professions requires HCPC registration. The MOU covers the sharing of information regarding FtP concerns relating to registrants working in Gibraltar.
Health and Social Services Department of the States of Jersey	Professionals practicing within the HCPC's 15 professions and working in Jersey must be registered with the HCPC. The MOU covers the sharing of information regarding FtP concerns relating to registrants working in Jersey.
Health Inspectorate Wales (English & Welsh versions)	HIW is the independent inspectorate and regulator of healthcare in Wales. This MOU is part of the maintenance of an effective regulatory system for health and adult social care in England and Wales which promotes patient safety and high-quality care. The MOU is focused on the sharing of concerns and information relating to FtP matters.

NHS Protect (England) NHS Counter Fraud Services (Wales) Department of Health Anti-Fraud Unit NHS Scotland Counter Fraud Services	These MOUs are intended to provide a framework to assist the joint working to ensure maximum effectiveness and efficiency when carrying out investigations relating to fraud. As such the MOUs focus on the sharing of information relating to concerns and FtP matters.
Office for Standards in Education, Children's Services and Skills (Ofsted)	The MoU sets out the areas in which Ofsted and the HCPC will work together and share information with the shared aim to protect the well-being of children and young people who use health and social care services in England.
Regulation and Quality Improvement Authority (RQIA)	To support the Northern Ireland regulatory framework and information sharing on matters of mutual concern.
States of Guernsey Committee for Health and Social Care	Professionals practicing within the HCPC's 15 professions and working in Guernsey must be registered with the HCPC. The MOU covers the sharing of information regarding FtP concerns relating to registrants working in Guernsey.
Health Improvement Scotland	The MOU sets out a framework for working relationships between HIS and HCPC as part of the maintenance of an assurance system for healthcare in Scotland which promotes patient safety and high quality care. The MOU is focussed on the sharing of concerns or FtP information.
NHS Practitioner Health	The NHS Practitioner Health is a free, confidential NHS service. Acting on behalf of Scottish government NHS Practitioner Health provides a treatment service for regulated staff working in NHS Scotland and social care in Scotland. The MOU sets out how the HCPC and NHS Practitioner Health will liaise to provide guidance on when a referral is needed and to share information relating to FtP concerns if required.