



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting July 2013

Chief Executive's Report to Council meeting July 2013 Contents

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1. Completed Meetings 1 May to 31 July 2013

Health Education England Healthcare Science Programme Board	7 May
Chief Executives Steering Group	14 May
Panteia, Dutch Health Care Inspectorate	16 May
Project Board (HM & TCM Practitioners)	21 May
ACESA international conference	28-30 May
Barry O'Sullivan, Pre-Hospital Emergency Care Council	31 May
Lead Allied Health Professionals (Wales)	5 June
Lead Allied Health Professionals (Northern Ireland)	7 June
Colum Conway, Northern Ireland Social Care Council	7 June
Anna Lo, Alliance MLA	7 June
Westminster Health Forum Keynote Seminar: Healthcare regulation post Francis: the Care Quality Commission, patient care, and quality and safety	11 June
Ann Coley and Peter Banister The British Psychological Society	13 June
European Commission workshop on regulated professions (Brussels)	17 June
Project Board meeting for HM&TCM practitioners	25 June
Lisa Wardlaw-Kelly and Jim O'Dempsey, Australian Health Practitioner Regulation Agency	25 June
HPCPC seminar: 'The Role of Research in Regulation: Sharing Best Practice'	26 June
CLEAR International Congress	27-28 June
Professor Brian Durward, NHS Education for Scotland	5 July

2. Scheduled Meetings

Chief Executives Steering Group	9 July
HSST Strategic Oversight Board	10 July
HEE Healthcare Science Programme Board	17 July
Responding to the Francis Report, DoH	19 July
Ginny Hanorahan, Health and Social Care Professionals Council, CORU	26 July

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to BPI. Roy Dunn completed the British Computer Society "Practitioner Certificate in Information Risk Management" course and exam. This is relevant to the ISO27001 Information Security project.

2. Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2013 – 14 is starting.

No further NMR's (nonconformance incidents) have been declared.

3. QMS process updates

A major review of the International Registrations process is about to begin. There are likely to be some changes to the tendering & procurement processes over the next few months.

4. BSI audit

BSI completed the final audit of the current three year cycle on 2 May. This included an audit of the Finance Department, a complete review of the Quality Management System, management review and strategic issues. We have been recommended for continued registration to ISO9001:2008. It is likely that the 2008 iteration of the standard will be replaced in 2015. The nature of the changes are rumoured to be quite wide-ranging.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

5. Business continuity

Each department has been updating the appropriate area of the plan, for a final paper only version to be circulated shortly.

6. Information security management

We are researching the next information security training CBT package for all employees, with the Secretariat. We are also evaluating the possibility of using a CBT package to train Partners on information security.

Asset owners are validating the information assets register for HCPC, and the threats and vulnerabilities are being examined. The use of vsRisk system continues. Below is a statistical snapshot.

Item	No of Items	No in Use
Assets	340	313
Asset Owners	15	15
Asset Groups	36	36
Threats	141	101
Vulnerabilities	308	201
Controls*	133*	116
Risk Assessments**	2231	2245**

Controls* = 133 standard ISO27002 controls possible

Risk Assessments** = second assessment on a single asset reflected in "No in Use" greater than "No of Items".

The individual policy items, to implement the ISO27002 controls, are being developed. These must be concluded before the internal and external ISO27001 audit processes are undertaken.

Work on developing a secure web delivery method for confidential content for various parts of the organization

continues, with an existing supplier. Initial contracts for a period of testing are being discussed.

7. Information & data management

The BPI Department is finalising the implementation of legal advice regarding the retention of paper applications and renewal notices within the Registrations Department. Where an electronic or microfilm copy of an application exists, the paper original will be securely destroyed. There is no requirement for the longterm retention of renewal notices on paper.

We continue to receive statistical Freedom of Information requests.

8. Reporting

The latest registrations forecast has been updated following the financial year end, and is circulated as a separate paper. The Five Year Plan has been updated following the update of the Registrations forecast.

9. Risk Register

The next iteration of the Risk Register will be created over the summer and presented first to Audit Committee.

10. Other activity

The tendering process for the security print contract was deferred following a decision to change requirements. This project can recommence now that the Procurement Manager is in post

Education: Mr Brendan Edmonds

1. Approval process

The Department has reached the end of a period of peak approvals activity for the 2012 – 13 academic year. Since our last report to Council we have attended 9 visits, reviewing 34 programmes. The majority of these visits were to social worker programmes (62%) followed by occupational therapist (9%) and prescription only medicine programmes (6%). The Department has scheduled 66 visits (covering 159 programmes) for the 2013 – 14 academic year to date. Education providers have until December 2013 to request a visit before July 2014.

2. Annual monitoring process

The Department undertook the final annual monitoring assessment days for the 2012 – 13 academic year on 4 and 6 June. The remaining annual monitoring visitor reports from these assessment days should be considered by the Education and Training Panel in July and August. Following the peak activity from December 2012 – June 2013, we expect to see a sharp decline in annual monitoring submissions as we move into the summer months.

3. Major change process

Since our last report to Council on 9 May we have received 9 new major change notifications, covering 19 programmes.

4. Complaint process

The Department has received one new complaint since our last report to Council. The issues raised were outside of the scope of our education provider' complaint process and related to the academic judgement of an education provider so we were unable to investigate. There are currently no outstanding complaints.

5. Social workers (England)

There has been some change to the three-year schedule of visits for social workers since our last report to Council. 26 education providers have now confirmed the closure of 62 programmes. However, we have also received requests to visit 12 new programmes. This means we will now be undertaking 85 visits reviewing 235 programmes over the next three years. Education providers have also notified us of two AMHP programme closures. We will still undertake the anticipated 21 visits, which will now be reviewing 27 programmes.

6. Communication with stakeholders

Members of the Department met the following groups between May – July 2013:

- Centre for Workforce Intelligence
- Podiatrists practising podiatric surgery stakeholder event
- The College of Social Work
- Department of Health
- The Quality Assurance Agency
- Department for Education - Initial Training of Educational Psychologists National Steering Group
- Skills for Care
- Australian Health Practitioner Regulation Agency
- Academic Registrars Council – Subjects Allied to Medicine Group

7. Seminars

The Department has now begun organising the two social work seminars and six service user and carer involvement seminars planned for 2013 – 14. Dates and venues for the seminars are included in the table below.

Date	Location	Area
26 September 2013	London	SW
26 September 2013	London	SU&CI
9 October 2013	Glasgow	SU&CI
22 October 2013	Belfast	SU&CI
5 November 2013	Birmingham	SW
5 November 2013	Birmingham	SU&CI
28 January 2014	York	SU&CI
4 February 2014	Cardiff	SU&CI

7. Employees

The Department has recruited a replacement Education Officer following Maria Burke's resignation and departure in March 2013. Hollie Latham will be joining the Department on 1 July 2013. This retains the total number of the Department's employees at 18.

1. Employees

There are five permanent employees including the Facilities Manager. Services we provide include reception, building maintenance, postroom, health & safety and building project management.

2. First Aid training

John Dongahy, member of Council, provided training to our First Aiders on 27 March on the use of defibrillators. We would like to record our thanks for this highly informative session

3. 186 Kennington Park Road

Work is continuing with our architects and cost consultants to agree on a scheme in relation to redevelopment of this property. In the meantime, various uses are being made of the building for meeting rooms, temporary offices and storage.

4. 33 Stannary Street

Landlord approval has been sought and obtained to install air-conditioning into the premises we lease in 33 Stannary Street, along with the installation of a dedicated fibre optic link to this property.

1. General

Since the last Council Meeting, the Finance Department has produced the April and May management accounts and completed the draft annual report and accounts.

2. Results

There is an operating surplus of £523k for the 2 months to the end of May and an overall surplus of £552k after interest received.

3. Annual Report and Accounts

The 2012 – 13 Annual Report and Accounts and the National Audit Office audit completion report are on the agenda for discussion and approval by Council.

4. Funds under management

At the end of May 2013, £5.2M was held in short term accounts at Lloyds and NatWest, earning 1.25% and 0.50%.

The following have been invested for longer periods at fixed rates:

£2M in a Lloyds deposit account earning 3.25% (1 year to 13.08.13),

1.5M in a NatWest fixed term deposit at 3.00% (1 year to 10.07.13),

£2M in a Lloyds deposit account earning 2.6% (1 year to 28.10.13) and

£2M in a Santander deposit account earning 2.5% (1 year to 03.02.14).

5. Pensions

In May, there were 79 active members in the Friends Provident Pension scheme.

Following the revised funding plan circulated after the actuarial valuation of the Flexiplan Pension Scheme as at 31 March 2012, we have now provided in full for our estimated liabilities from 2014 – 15 totalling £314k in the 2012 – 13 accounts.

6. Employee training and employee levels

Wangari Farrelly, our procurement manager joined us on 22 April.

Fitness to Practise: Ms Kelly Johnson

1. Case Information

The statistical information relating to the work of the Fitness to Practise Department can be found in the management information pack. This report provides other pertinent information and reflects the April – May 2013 position.

2. Pre and Investigating Committee Panel Cases

In April and May 157 cases were closed without referral to an investigating committee. The case to answer percentage for April and May was 44%.

3. Number of open cases enquiry/pre-Investigating Committee Panel

At the end of May 2013 there were 976 non GSCC transfer cases open. As new case managers settle into their roles and proceed through their probation periods, the number per case manager should reduce. We continue to look at available resources across the Case Management Team as a whole each week.

4. Hearings Final Hearings

64 (non-social work transfer cases) were held in April and May 2013. 56 cases had a final hearing outcome.

Review Hearings

23 review hearings took place in April and May 2013.

Interim Order Hearings

47 interim order and review hearings took place in April and May 2013.

Number of cases awaiting hearing

At the end of May 2013 there were 267 (non-social work transfer) final hearing cases open.

5. General Social Care Council Transfer Cases

At the end of May 2013 there were 45 cases within the pre-ICP and enquiry remit. In April and May 14 cases have been considered by a panel of the investigating committee with 7 cases referred for final hearing. 18 final hearing cases, 2 review cases and 16 interim order cases have taken place.

At the end of May 2013 there were 80 cases that are open post ICP with active case management or scheduling activity being undertaken.

6. High Court and First Tier Tribunal Cases

There are 3 on going high court cases relating to judicial review applications.

7. Health and Character

At the end of May there were 53 health and character open cases.

8. Registration Appeals

At the end of May there were 3 cases received with 34 cases on going.

9. Prosecution of Offences

At the end of May there were 68 on going cases.

10. Meetings and other Stakeholder Events

Public Protection Event
Dutch Ministry Visit

Unite
Unison Meeting
PHECC
Employer Event – Wrexham & London
All Employee Away Day

11. Resources

Recruitment is currently underway for two Case Team Managers and a Case Support Officer position. The planning is underway for the maternity cover for Eve Seall, Head of Case Management.

12. Partners

FtP continues to deliver new refresher training for FtP partners. A review day for Legal Assessors took place on 30 June 2013, with panel chair refresher training taking place on 14 June 2013.

13. Other

Work continues on the tender for the provision of Legal Services.

The Professional Standards Authority (PSA) audit of the initial stages of HCPC's fitness to practise processes is currently underway.

Activity continues in the work streams of ensuring efficiency, data security, improving the fitness to practise experience and pre-hearing case management.

Human Resources: Ms Teresa Haskins

1. Employee resourcing Communications

Steve Nicol, formerly a Registration Team Leader, has been appointed to the new post of Communications Officer (Digital) following interviews in May.

Recruitment is currently in progress for the new post of Events Administrator.

2. Education

Following interviews in May, Hollie Latham was appointed to the replacement post of Education Officer.

Finance

Wangari Farrelly started work in the new post of Procurement Manager in late April, following interviews in March.

3. Fitness to Practise

Following interviews in April, Alan Shillabeer, formerly a Case Team Manager, was appointed to the replacement post of Investigations Manager. Recruitment will commence shortly for the Case Team Manager post vacated by Alan.

Cara Donald and Jodie Godden, formerly Case Managers, were appointed to one new and one replacement Case Team Manager role following interviews in April.

Tamara Etmuss-Noble, formerly a Hearings Officer, was appointed to a new post of Lead Hearings Officer following interviews in April.

Amaka Rapu, Rory Byrne and Amanda Johnson were appointed to one replacement and two new Hearings Officer posts following interviews in May.

Interviews for one new and two replacement posts of Scheduling Officer were held in April. Amanda Viiri, Ray Penamante and Taryn Tran started work in May.

Interviews for four replacement Case Manager posts and two maternity cover Case Manager posts were held in April. Fulden Boyraz, formerly a Hearings Officer, Dawn Ebanks Katia Vandembroucke, Enda Heslin, Laura Quartermain and Benjamin Anafi started work in May.

4. IT

Recruitment is in progress for the new posts of IT Infrastructure Support Engineer and IT Service Support Analyst.

5. Registration

Dushyan Ashton, formerly a Registration Team Leader, was appointed to the new post of Customer Services Manager following interviews in May.

Recruitment is in progress for one new and two replacement Team Leader posts.

Jesse Udoh, Sarah Falade, Caroline Esan were appointed to replacement roles of Registration Advisor following interviews in May.

6. Secretariat

Ruth Cooper, formerly PA to the Director of Operations, was appointed to the new post of Service and Complaints Manager following interviews in May.

7. Other HR activities

HR and Partners process and systems review project

Other than recruitment, the main focus of the HR team's work in April, May and June has been carrying out a review of current processes and devising and documenting revised business processes in line with the project plan.

Policy work

The HR team is in the process of reviewing the HCPC's Sickness Absence policy and the policy on Bribery, Gifts and Hospitality.

APDRs Training and development

The HR team is now in the process of analysing training needs identified during the APDRs (Annual Performance Development Reviews) with a view to devising an organisational training plan.

Diversity and exit interview reports

Due to the pressure of other work, the annual reports on employee diversity and exit interviews for financial year 2012 – 13 have not yet been prepared. It is anticipated that these will be completed for the Committee's meeting in July.

Information Technology: Mr Guy Gaskins

Strategic objective 1 – *“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”*

- **NetRegulate Improvements 2013 – 14 Major Project -**

This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

The 2012 – 13 project has closed and the 2013 – 14 project has initiated with its first delivery planned for deployment in July 2013.

- **HR and Partners Systems and Process Review** – This project aims to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The operational as-is process maps have been completed and the to-be process workshops are being planned for May and June 2013.

- **Remote Access project** – The project objective is to investigate options to deliver a remote access technology that allows users to connect to the HCPC network using non-HCPC equipment. The project will deliver a pilot for any proposed technology solution.

A tender to potential suppliers has been run and submissions received. These are being reviewed and a

preferred supplier will be selected in July 2013. The pilot is expected to run towards the end of the year.

Strategic objective 2 – *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Implement the upgrade of the desktop operating system to Windows 7** – This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

Windows 7 has now been deployed to: Registrations, Policy and Standards, Secretariat, Partners, HR, Education, Facilities and Communications Departments. The remaining departments including FtP and Finance are being planned to fit into the business cycle to minimise disruption.

This project is expected to complete by July 2013.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

The project is in the start-up phase with an expectation that it will initiate in May 2013. The initial requirements workshops with the supplier, known as the ‘Discovery’ phase has begun and is expected to conclude in May 2013.

The technical design workshops are scheduled for June and July which will conclude the initiation phase of the project. A detailed business case will then be built to gain

authorisation to go into the implementation phase of the project.

- **Web site development cycle** – The objective of this project is to deliver one of two controlled change releases to the corporate web site (www.hcpc-uk.org). This project is led by the Communications team.

The changes to the intranet and internet were deployed successfully in May 2013.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

The project is in start-up and the detailed scope is being established and agreed. This project has been postponed due to an outstanding issue which has been referred to the vendor by our third party supplier. It is expected to restart at the end of the calendar year.

- **Wireless network** – The project objective is to replace the wireless network in the 186 Kennington Park Road (KPR) building and extend the coverage to the main Park House building for public and employee use.

A further phase of the project will deliver wireless for 33 Stannary Street after civil engineering works have completed to connect the office to our local area network.

A wireless survey has been completed and additional structured cabling installed to cater for the physical access

points of the network.

The first phase of the project aims to have completed by September 2013.

Strategic objective 3 – *“To protect the data and services of HPC from malicious damage and unexpected events.”*

- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer – called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

This is being delivered as part of the deployment of the Windows 7 upgrade.

- **Telephone System upgrade** – The objectives of this project are to:
 - upgrade the existing software elements of the telephone system including call queues;
 - implement failover resilience to the main telephone controller; and
 - replace the existing telephone handsets to a standard model that enables hot desk functionality.

Upgrades to the telephone system have been completed and a failover telephone controller has been installed.

Configuration of the system to enable failover functionality is planned for June and the replacement of the handsets is

planned for July.

As a consequence of the upgrade the registration call recording system is also being replaced.

- **IT Policy review** – To review the current IT policy and to amend to reflect current practices, obligations and expectations.

The policy has been written and has been through several iterations of review by the EMT and by the HCPC lawyers.

A final version clarification has been sought from the HCPC lawyers and it will then go through a consultation exercise before being presented to the Finance and Resources Committee.

Partners: Ms Hayley Graham

1. Recruitment

Recruitment is currently on going for the following roles:

Role	Profession	Number of roles	Number of applications
Panel Member	Biomedical scientist	5	28
	Occupational Therapist	6	47
	Physiotherapist	6	60
	Radiographer	7	51
Registration Assessor	Clinical scientist (audiology)	1	3
	Psychologist (sport and exercise)	1	7

Interviews are being held throughout June.

2. Fitness to Practise agreement renewals

The previous report to the Council stated that of the 65 panel members who hold agreements that are due to expire on 31 July 2013, 27 roles were forecasted to be replaced through external recruitment to support the staggering of agreement end dates. As in previous years, the self-assessment process has been used to determine which panel members will be offered renewals and which will cease to be panel members at the end of their current term. The self-assessment process for 2013 is now complete. All of the panel members who were not offered a second term achieved a score that was lower than the cut off score.

The results are as follows:

Profession	Number agreements due to expire	Number offered another term	Number not offered another term	Number resigned or did not return self-assessment
Biomedical scientist	9	6	3	0
Chiropodist/ podiatrist	1	1	0	0
Operating Department Practitioner	1	0	1	0
Occupational therapist	7	6	1	0
Physiotherapist	23	9	10	4
Psychologist	9	3	5	1
Radiographer	14	8	3	3
Speech and language therapist	1	0	0	1
Total	65	33	23	9

3. Training

The following training has recently taken place:

Type	Role	Date	Attendees
Refresher	Registration Assessor	17 April	22
	Panel Member	24 April	25
	Panel Chair	30 April	12
	Registration Assessor	7 June	26

Training is also scheduled to take place on:

Type	Role	Date	Attendees
Refresher	Panel Chair	14 June	19
	Legal Assessor	28 June	23
	Panel Member	3 July	23
New	Panel Member	11/12 July	TBC

4. Appraisal/ Performance Observation

The following numbers have been scheduled to be appraised in the current financial year:

Role	Number
Panel Chair	9
Visitor	4

We have not appraised any panel members or registration assessors yet this financial year. This is due to the roll-out of the first phase of the updated appraisal process and the increased resource required to carry out the self-assessment process.

We have now re-commenced scheduling panel members to be appraised.

Feedback was received during the appraisal process evaluation carried out in 2012 that the use of the term 'appraisal' is confusing to Partners as it does not reflect the traditional structure of appraisal, whereby performance is assessed over a longer period.

As a result, the updated process for panel members is termed 'performance observation'. As previously reported the self and peer assessment structure will remain.

5. Resignations/ ended agreements

Other than those identified through self-assessment, there has been no resignations since the last report.

7 registration assessors (clinical scientist) had temporary agreements as visitors to complete a specific piece of work. These agreements have now ended.

Team information

There have been no changes within the Partners team.

Policy and Standards: Mr Michael Guthrie

1. Meetings attended

19 April to 13 June 2013

Association of Independent Hearing Healthcare Professionals (AIHHP) Conference (Bristol)	19 Apr
Hearing Link event (Woking)	20 Apr
Meet the HCPC (Isle of Man)	23 Apr
Association of Radiography Educators study day	24 Apr
Sandra Verkuyten	25 Apr
UNITE the union	25 Apr
Care Quality Commission	25 Apr
Alliance of UK Regulators in Europe (AURE)	30 Apr
The Focus Group	2 May
NHS Education for Scotland AHP Advisory (Edinburgh)	2 May Group
BUPA	8 May
Mid-Staffordshire NHS Foundation Trust Public Report event	9 May Inquiry
Paramedic CPD event (Fulham)	11 May
Arts therapists meeting (BAAT and BADth)	14 May
Vision 2020	15 May
Podiatric Surgery stakeholder event	15 May
CPD event (occupational therapists) (Reading)	16 May
National AHP Informatics Strategic Taskforce (NAHPIST)	20 May
Understanding Public Protection event	21 May
British Association of Social Workers	23 May
General Optical Council	23 May
CPD event (paramedics) (Liverpool)	24 May
British Orthopaedic Foot and Ankle Society	24 May
Employer event (London)	29 May

Doncaster Council adult social workers conference	13 Jun
Department of Health (teleconference)	13 Jun

2. Open consultations

Consultation on guidance for registrants about professional indemnity cover

This consultation opened on 10 June 2013 and runs until 2 August 2013. The results of the consultation and revised guidance are due to be considered by the Education and Training Committee and the Council at their September 2013 meetings.

3. Recently closed consultations

Consultation on profession-specific standards of proficiency for speech and language therapists

This consultation opened on 5 April 2013 and closed on 28 June 2013.

4. Review of the profession-specific standards of proficiency

The review has continued and the Council is being asked to consider a number of papers as a result at this meeting.

The outcomes of the professional body review of the standards for practitioner psychologists are being reviewed by the Executive and we anticipate asking the Education and Training Committee to agree revised standards for consultation at its meeting in September 2013.

5. Guidance for disabled people wanting to become health and care professionals

We received 9 proposals to undertake interviews and focus groups with disabled students and others as part of reviewing and revising the guidance 'A disabled person's guide to becoming a health professional'.

We are commissioning Coventry University to undertake this work which, on present timescales, is due to complete at the end of November 2013.

6. Review of the standards of conduct, performance and ethics

The following are recent milestones in the review project:

- A further workshop on the standards was held at the London employer event in May 2013.
- The research carried out on our behalf by 'The Focus Group' has concluded and the research report is a paper to note at this meeting.
- We have commissioned Shaping Our Lives, a service-user and carer-led organisation, to carry out a small piece of research with social care service users and their carers.
- We are planning to commission another organisation to undertake a similar piece of work with service users with communication impairments, and their carers.

7. Winterbourne View – Supporting guidance on CPD, qualifications and clinical supervision

The Winterbourne View Hospital Serious Case Review made recommendations that the Care Quality Commission (CQC), the independent regulator of health and social care services in England, should, with the HCPC and the sector skills councils:

- '...develop advice and guidance on the qualifications and continuing professional development requirements for

Registered Managers and for the practitioners they supervise'; and

- '...describe in guidance what effective systems of clinical supervision look like in hospitals for people with learning disabilities and autism'.

The CQC was the lead for this work and determined that this would be 'supporting guidance' for providers and managers. The supporting guidance follows a CQC format: identifying key questions but with a focus on signposting readers to sources of other guidance.

The Executive took the lead on writing the clinical supervision product. The Chair of Council also chaired a stakeholder workshop during the development process. It was originally envisaged that the Council would be asked to sign-off the guidance and that it would be published 'joint badged'.

During the course of the work, however, owing to the narrower scope of the 'supporting guidance'; the products' direct relevance to the CQC's regulatory functions rather than the HCPC's; and the timescales involved, it was agreed that the guidance would be published as a CQC product. It will not carry the HCPC's logo or formal endorsement. The supporting guidance was due to be published by the CQC at the end of June 2013.

8. Department resourcing

Alison Croad, Policy Officer, left the organisation on 25 June 2013. The process to recruit a replacement role is currently underway.

1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls – During the period from 1 April to 31 May 2013, the team received a total of 22,328 telephone calls which is 10,048 more calls than the same period two years ago and represents a 82% increase in call volumes. The Department answered 91.5% of calls received, compared to 97.5% during the same period two years ago.

ii) International Telephone Calls – During the period from 1 April to 31 May 2013 the team received a total of 1,211 telephone calls, which is 585 less than the same period last year and represents a 33% decrease in call volumes. The Department answered 91% of calls received compared to 93% during the same period last year.

b) Application Processing

i) UK Applications – A total of 1,059 new applications were received, which is 259 more than the same period last year and represents a 32% increase in UK application volumes. The Department registered 1,150 applications, which is 417 more than the same period last year and represents a 57% increase. The Department processed 100% of applications within our service standard of ten working days of receipt, which is the same performance achieved during the same period last year.

The Department processed 100% of readmission applications within our service standard of ten working days of receipt, which is the same performance achieved during the same period last year.

ii) International Applications – A total of 577 new applications were received, which is 78 more than the same period last year

and represents a 16% increase in international application volumes. The Department registered 337 applications which is 36 more than the same period last year and represents a 12% increase.

iii) Grandparenting Applications – A total of 4 grandparenting applications were registered which is 13 less than the same period last year and represents a 76% decrease.

c) Emails

i) UK Emails – The team received approximately 190 emails per day which is 96 more than the same period two years ago and represents a 102% increase in UK email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time and compares to one day response time which is the performance achieved during the same period two years ago.

ii) International Emails – The team received approximately 13 emails per day which is 2 more than the same period last year and represents a 18% increase in international email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time which is the same response performance achieved when compared to the same period last year.

d) Continuing Professional Development (CPD) Audit
There was one CPD assessment day held during this period.

e) Registration Renewals

At the start of March 2013 19,293 practitioner psychologists were invited to renew their registration. This year a record total

of 96.3% successfully renewed their registration for the next two- year cycle, which is an improvement of 2.8% compared to the last renewal period.

2. Resource

a) Employees

The Registration Department workplan for 2013 – 14 forecasted the need for a registration team of 44 fulltime employees. To support this on the 13 May 2013, the Department moved from operating with four teams to five smaller teams, with a better ratio of Customer Services Managers to team members, which will facilitate better people development support through improved training, coaching and regular one-to-ones. The Department is operating within the budgeted headcount

1. Constitution Order

The Department of Health will imminently publish a consultation paper in relation to HCPC's Constitution Order. This will set out the proposals to reduce the Council from 20 members to 12 members. The Executive will draft a response for consideration and, depending on the length of the consultation period, this will be considered at the September Council meeting, or if time does not permit, approval will be sought by e-mail.

2. Appointment of Council Members

We will soon be initiating the process to recruit Council members to the restructured Council. This will start with the advertising campaign which is due to be launched in mid-July. Closing dates for applications will be mid-September with interviews scheduled for late October.

3. Freedom of Information and Data Protection

May saw a busy period for FOI and DPA requests with 35 received. This is the highest monthly total reached so far. This level was in part due to year end data requests by various professional bodies and academics. However, more complex fitness to practise data requests continue to represent a third of all requests received. In addition to new requests, Secretariat was also involved in the coordination of an ICO complaint response.

4. Away day

Arrangements for this year's awayday (16-17 October) to be held at the Slieve Donard Resort, NI are in hand. Secretariat will be co-ordinating transportation and will be in touch with suggested travel plans.

5. Feedback

Since social workers (in England) were taken onto the Register, we have seen an increase in the number of complaints received. During April and May 2013, we received 28 and 56 complaints, respectively. This compares to 24 complaints received each month in April and May 2012.

Over the next year, with a dedicated resource, the feedback function at HCPC will be further developed, including updates to policies and processes, changes to the website and further guidance for complainants. Ruth will work with managers to ensure the quality and consistency of complaint responses, identify corrective actions and ensure that these are implemented.

6. Resources

Ruth Cooper was appointed to the role of Service and Complaints Manager and she started in Secretariat on 7 May 2013.

Steve Rayner, who had recently been on paternity leave, has decided to resign so that he can care for his son full-time. We would like to thank Steve for his hard work and dedication since he has been at HCPC and we wish him well for the future. A recruitment exercise will be carried out in order that the department is adequately resourced.

Louise Hart will be on maternity leave from 13 September for approximately one year. Michael Guthrie will oversee the Department in her absence, with Claire Gascoigne acting as Secretary to Council (subject to Council approval) and picking up some of the other areas of Louise's work.

7. External Meetings

Meeting in Barnsley to arrange HCPC wide InfoSec training.	21 May
Department of Health – Constitution Order.	23 May
Briefing from the Parliamentary and Health Service Ombudsman - Governance of complaints handling in NHS hospitals.	5 Jun
Department of Health – Professional Indemnity	6 Jun
Professional Indemnity event for Professional Bodies	18 Jun
PSA – Appointment process	4 Jul

8. Training for Employees

Members of the Secretariat team attended the following training:

Freedom of Information Annual Conference	15 May
Environmental Information Regulation training	17 May
AvePoint Compliance Breakfast: New EU Data Protection Regulation 1	2 Jun
FOIA DPA examination	14 Jun
e - Team awayday	19-20 Jun