

Council, 24 September 2014

Education Report

Executive summary and recommendations

Introduction

The report provides an update on the main activities of the Education Department since the last meeting of Council.

Decision

The Council is requested to discuss the report.

Background information

None.

Resource implications

The resources for the Department are set out in the annual work plan and budget 2014-15.

Financial implications

The costs associated with all activities are set out in the budget 2014-15.

Appendices

Education management information pack



Education Department

Management Information Pack

Abigail Gorringe
Director of Education

September 2014

Table of contents

Section 1: Management commentary

Section 2: Management statistics

1. Number of approved programmes, by profession, April 2013 – March 2015
2. Overview of approval visits, April 2013 – March 2015
3. Reasons for approval visits, April 2013 – March 2015
4. Overview of annual monitoring submissions, April 2013 – March 2015
5. Overview of major change submissions, April 2013 – March 2015
6. Overview of concerns about approved programmes, April 2013 – March 2015

Section 3: Quarterly progress report of 2014-15 work plan – Quarter 1

1 Management commentary

Approval process

The Department has spent the last couple of months finalising the approval visits in the 2013–14 academic year. In June and July, 12 visits took place involving 18 programmes. No visits took place in August 2014. In total, 81 visits across 178 programmes were held between September 2013 - August 2014. This is a significant increase (80%) on the previous academic year, when 45 visits were held. The majority of the visits were to social worker and AMHP programmes. Outcomes were confirmed by the Education and Training Committee for virtually all programmes ahead of the 2014-15 academic year. Seven programmes are still in the process of meeting conditions and all of these programmes are new programmes with a later start date in 2015.

Now that the 2013-14 academic year is complete, the Department has begun the review of our quality assurance activities. This includes initial preparation for the Annual Report 2014 as well as the specific reviews of the second year of visits to social worker programmes, the first year of visits to AMHP programmes and the review of new supplementary and independent prescribing provision. The findings of all of these reviews will be brought to future meetings of the Education and Training Committee.

The Department has continued to schedule approval visits in the 2014–15 academic year, which began this month. In total, 41 visits across 74 programmes have been arranged from September 2014 - August 2015. The majority of these visits are to social worker programmes and AMHP programmes (74%), with a significant proportion (24%) to new paramedic programmes.

Annual monitoring process

The Department has virtually completed the annual monitoring process for the 2013–14 academic year. One audit submission and one declaration are still being considered via postal assessment and will go to the Education and Training Panel in September 2014. To date, all programmes have continued to meet the standards of education and training and no visits have been recommended. In total, 623 annual monitoring submissions (audits and declarations) were received between September 2013 - August 2014. This is approximately a 10% increase on the previous academic year and is mainly due to practitioner psychologist and hearing aid dispenser programmes engaging with the process for the first time.

Major change process

The Department considered 52 new major change notifications, covering 95 programmes in June, July and August. The Education and Training Panel considered 29 programmes which had engaged with the major change process on 26 August 2014 and decided that each of these programmes continued to meet our standards of education and training and an approval visit was not required. In total, 174 major change notifications (covering 310 programmes) were received between September 2013 - August 2014. This is approximately a 28% increase on the previous academic year and is partly due to the practitioner psychologist and hearing aid

dispenser programmes now engaging with the process and partly due to profession specific initiatives (e.g. modernising scientific careers affecting biomedical scientist programmes and commissioning changes to paramedic programmes).

Concerns process

The Department received five new concerns in June, July and August. One concern met our criteria for further investigation and is being progressed internally. Three of the concerns did not meet our criteria for further investigation and the complainants were informed. The final complainant has been asked to submit more information before we can make a decision on whether their concern meets our criteria for further investigation.

See sections 2 and 3 for more statistical information on the above operational processes.

Service user and carer involvement in education and training

Continuing preparations have been made for the introduction of the new standard of education and training (SET 3.17) from September 2014. In August 2014, the revised standards of education and training (SETs) were published. An in-house training session for all employees was also held. The session was delivered partly by Peter Beresford OBE (Professor of Social Policy at Brunel University and Director of the Centre for Citizen Participation) and partly by Shaping Our Lives (a national user network of service users, disabled people and user-led organisations).

Lay visitors

Seventeen lay visitors were recruited and trained in June and July 2014. All visits in the 2014-15 academic year now have a lay visitor assigned to them, with each visitor attending 2-3 visits overall. Registrant visitors' have been briefed on the new lay visitor role and expectations.

Website

The Department has begun a review of its webpages. It is planning to improve signposting and update the content. Changes are being made in response to the education provider survey completed in 2013; an executive review of typical enquiries into the Education Department and feedback from internal stakeholders (namely the Registrations and Communications Department).

Partners

A recruitment campaign will begin in October 2014 to ensure that adequate visitor numbers and specialisms are maintained. We hope to recruit 18 visitors, from across nine professions/entitlements. Training for these new visitors is scheduled for February 2015.

The Department has spent the last couple of months finalising content for the four refresher training sessions which are due to run from October 2014 to February 2015. Approximately 120 visitors are due to attend these refresher sessions, including social workers, approved mental health professionals and independent prescribers for the first time.

Seminars

The Department has spent the last couple of months revising content for the autumn seminars and advertising them alongside the Communications Department. Sign-ups for the eight seminars in autumn/winter 2014-15 are progressing well. Two seminars are at capacity. Current numbers are detailed below.

Date	Location	Focus	Attendees
7 October 2014	London	Social workers in England / Approved mental health professionals	30
7 October 2014	London	Service user and carer involvement in education	54
14 October 2014	Sheffield	Social workers in England / Approved mental health professionals	15
14 October 2014	Sheffield	Service user and carer involvement in education	54
28 October 2014	Newcastle	Service user and carer involvement in education	21
18 November 2014	Edinburgh	Service user and carer involvement in education	21
25 November 2014	Reading	Service user and carer involvement in education	15
2 December 2014	Cardiff	Service user and carer involvement in education	20

Liaison with stakeholders

The seventeenth issue of Education Update will be distributed to stakeholders in week commencing 6 October 2014 and made available on the HCPC website at: <http://www.hcpc-uk.org/education/update/>

Members of the Department met with the following stakeholders in July and August 2014:

- Chief Social Worker for Children and Families (with CEO and Chair)
- The Department of Health (with Executive Management Team)
- Education Inter Regulatory Group
- Health Education England
- London Network of Assistant Directors of Children's Social Care (with Chair)
- London Ambulance Service NHS Trust
- Think Ahead / Institute for Public Policy Research

Major project - Education systems build

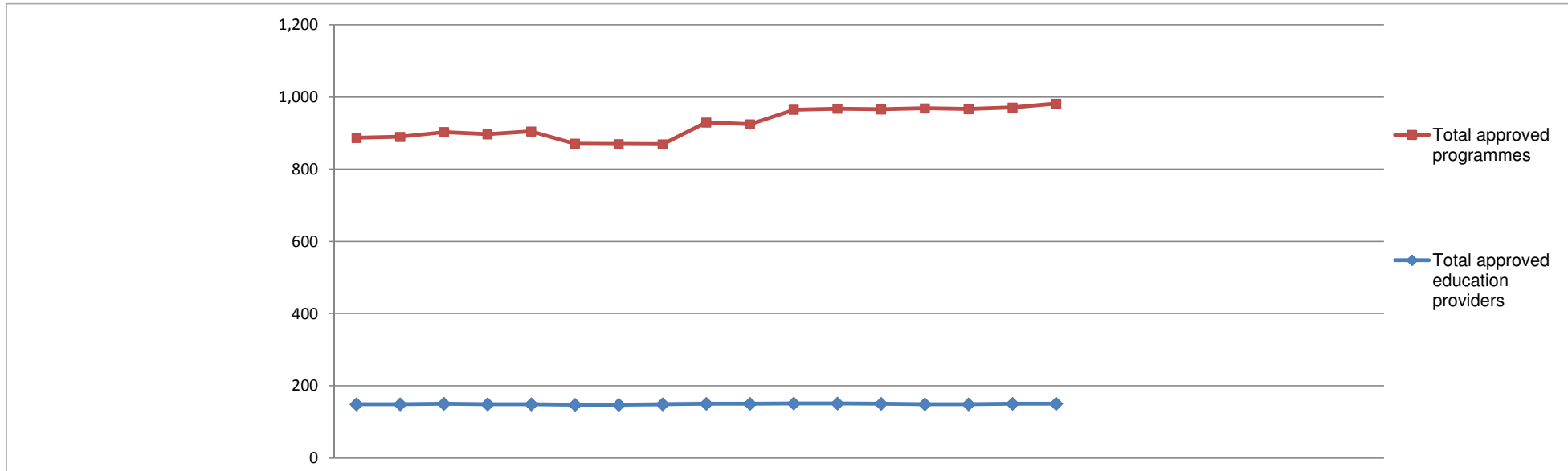
The Department continues to drive forward the major project. Seven out of the nine cycles of building, deployment, testing and feedback are now complete. The eighth cycle is due to take place in October 2014; after which the Department will move into a substantial period of data migration, user acceptance testing and training. The resources allocated to the project have been scaled up accordingly. Two additional members of the department, Nikki Baker and Ben Potter, have increased their day to day involvement and it is envisaged that they will be working predominantly on the project by October 2014. Paula Lescott and Matt Nelson continue to work as full time secondments to the project. The new information system, and associated process changes, is anticipated to go live initially in spring 2015. The ninth and final cycle of the project will now take place in the 2015-16 financial year and will focus on integrations with other HCPC information systems and any immediate post production issues. It is anticipated that a second go live will take place in autumn 2015.

Employees

The total number of employees is currently 16. A replacement Education Officer, Alexander Urquhart, joined the Department on 17 September. Recruitment for a new Education Administrator, following the departure of Eliass Arfal in July 2014, is on-going. The budgeted headcount for the Department is 19. There are no immediate plans to recruit to the additional two Education Officer vacancies in line with the forecasted operational workload for the next six months.

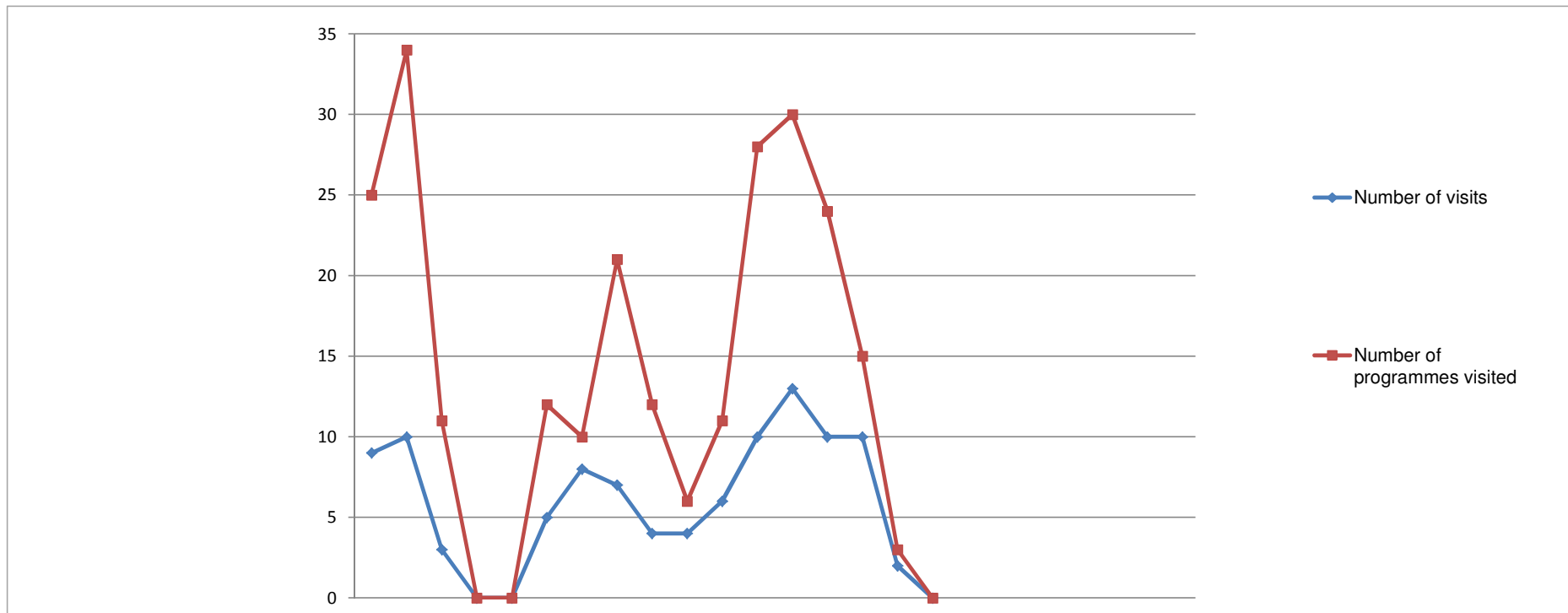
The annual Department away day took place on Friday 22 August 2014. Group training to support employees writing articles for the Education update newsletter is due to take place in November 2014.

Number of approved programmes, by profession April 2013 - March 2015



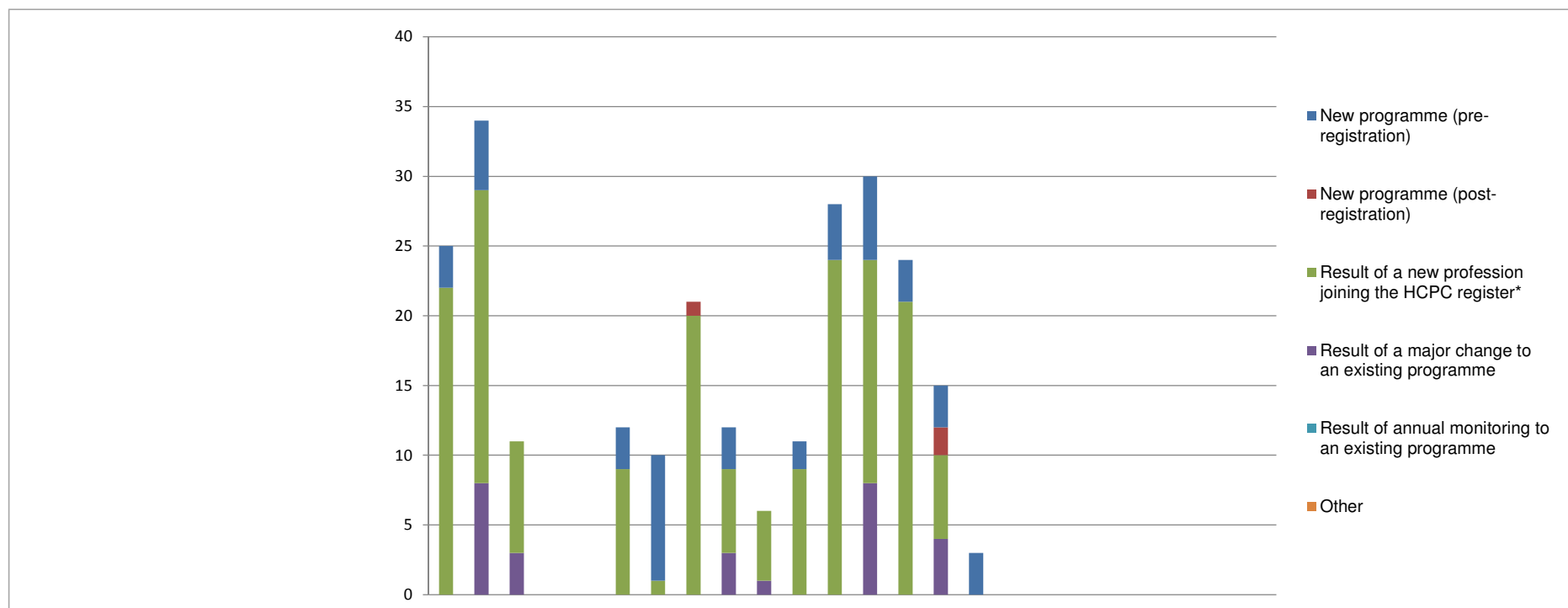
Profession/entitlement	2013			2014									2015						2011/12	2012/13	2013/14	2014/15						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts therapists	29	29	29	29	29	29	29	29	29	30	30	30	30	30	30	30	30							21	29	30	30	
Biomedical scientists	58	56	57	57	57	57	55	55	55	54	54	57	57	57	57	57	59							49	60	57	59	
Chiropodists/ Podiatrists	17	17	17	17	17	17	17	17	16	16	16	17	17	17	17	17	17							20	18	17	17	
Clinical scientists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3							1	3	3	3	
Dietitians	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32							33	32	32	32	
Hearing aid dispensers	15	15	17	17	18	18	18	18	18	18	18	18	18	18	18	19	20							18	15	18	20	
Occupational therapists	73	77	78	75	75	75	75	73	73	70	71	70	70	70	70	70	72							74	73	70	72	
Operating Department Practitioners	35	37	37	35	35	34	34	34	34	33	34	34	34	34	34	34	36							34	35	34	36	
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3							3	3	3	3	
Paramedics	50	49	50	50	50	48	48	49	49	49	49	49	48	46	46	46	49							50	50	49	49	
Physiotherapists	65	66	67	68	67	67	67	65	65	65	65	69	69	69	69	70								67	65	69	70	
Practitioner psychologists	91	93	93	93	92	93	93	91	91	91	91	91	91	94	94	94	96							95	91	91	96	
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3							3	3	3	3	
Radiographers	53	53	53	53	53	53	53	53	53	51	51	51	51	51	51	51	51							56	53	51	51	
Social workers in England	212	209	216	214	221	222	221	225	225	224	226	223	222	222	220	223	225									231	223	225
Speech and language therapists	31	32	32	32	32	32	32	32	32	32	31	30	30	31	31	31	31							32	31	30	31	
Local anaesthesia	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4							2	4	4	4	
Prescription only medicine	9	9	9	9	10	10	10	10	10	10	10	10	10	10	10	10	10							9	9	10	10	
Supplementary prescribing	77	76	76	76	77	44	46	46	55	58	62	62	63	63	63	60								77	77	62	60	
Independent prescribing									53	53	86	86	86	86	86	86	86									86	86	
Approved mental health professionals	27	27	27	27	27	27	27	27	27	26	26	26	25	26	26	25										27	26	25
Total approved programmes	887	890	903	897	905	871	870	869	930	925	965	968	966	969	967	971	982							644	909	968	982	
Total approved education providers	149	149	150	149	149	147	147	149	150	150	151	151	150	149	149	150	150							128	150	151	150	

Overview of approval visits April 2013 - March 2015



Overview of approval visits	2013			2014												2015						2009/10	2010/11	2011/12	2012/13	2013/14	2014/15			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Number of visits	9	10	3	0	0	5	8	7	4	4	6	10	13	10	10	2	0								38	58	59	56	66	35
Number of programmes visited	25	34	11	0	0	12	10	21	12	6	11	28	30	24	15	3	0								80	101	112	103	170	72

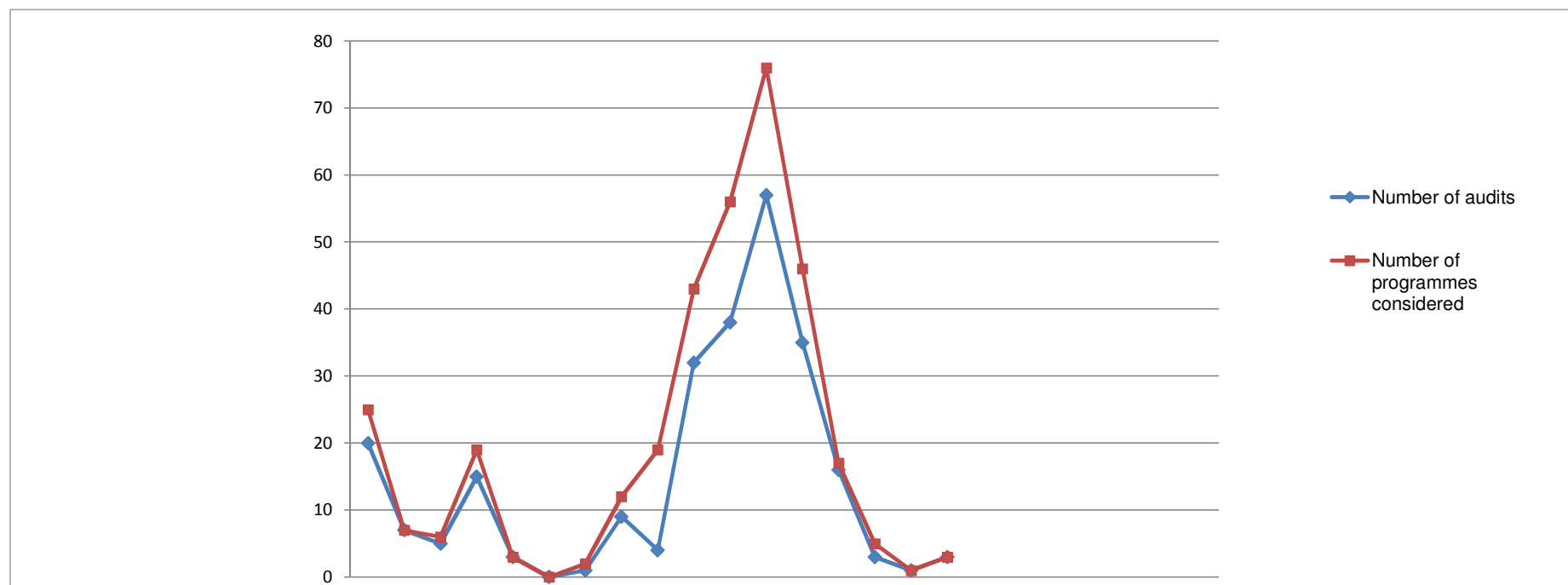
Reasons for approval visits April 2013 - March 2015



Reason for programme visited	2013												2014												2015												2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
New programme (pre-registration)	3	5	0	0	0	3	9	0	3	0	2	4	6	3	3	3	0							6	3	3	3	0								25	29	17	30	29	15	
New programme (post-registration)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0							0	0	2	0	0								1	0	2	1	1	2	
Result of a new profession joining the HCPC register*	22	21	8	0	0	9	1	20	6	5	9	24	16	21	6	0	0							16	21	6	0	0								7	31	34	51	125	43	
Result of a major change to an existing programme	0	8	3	0	0	0	0	0	3	1	0	0	8	0	4	0	0							8	0	4	0	0								42	37	57	21	15	12	
Result of annual monitoring to an existing programme	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0	0	0	0								3	4	2	0	0	0	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0	0	0	0								2	0	0	0	0	0	
Total	25	34	11	0	0	12	10	21	12	6	11	28	30	24	15	3	0							30	24	15	3	0								80	101	112	103	170	72	

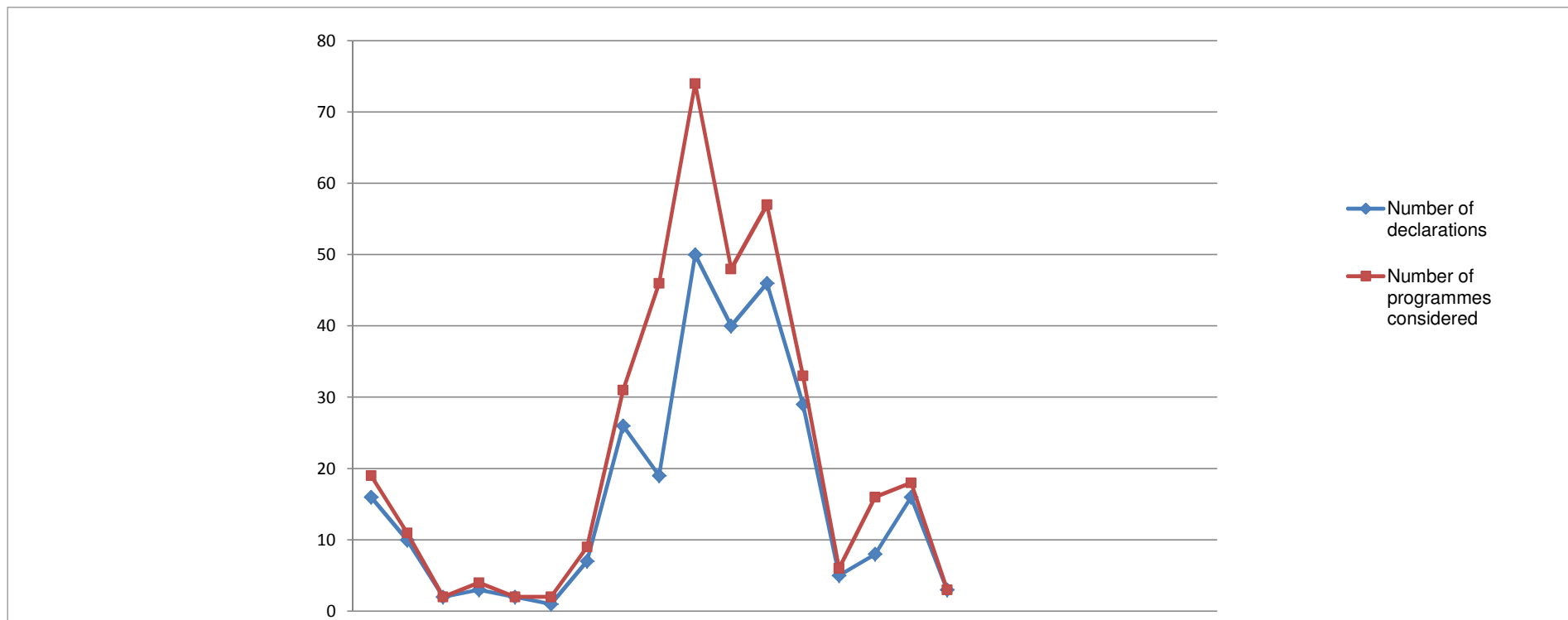
* Practitioner psychologists July 2009 - July 2012
 Hearing Aid Dispensers April 2010 - July 2012
 Social workers in England August 2012 - July 2015
 Approved mental health workers September 2013 - July 2015

Overview of annual monitoring audit submissions, April 2013 - March 2015



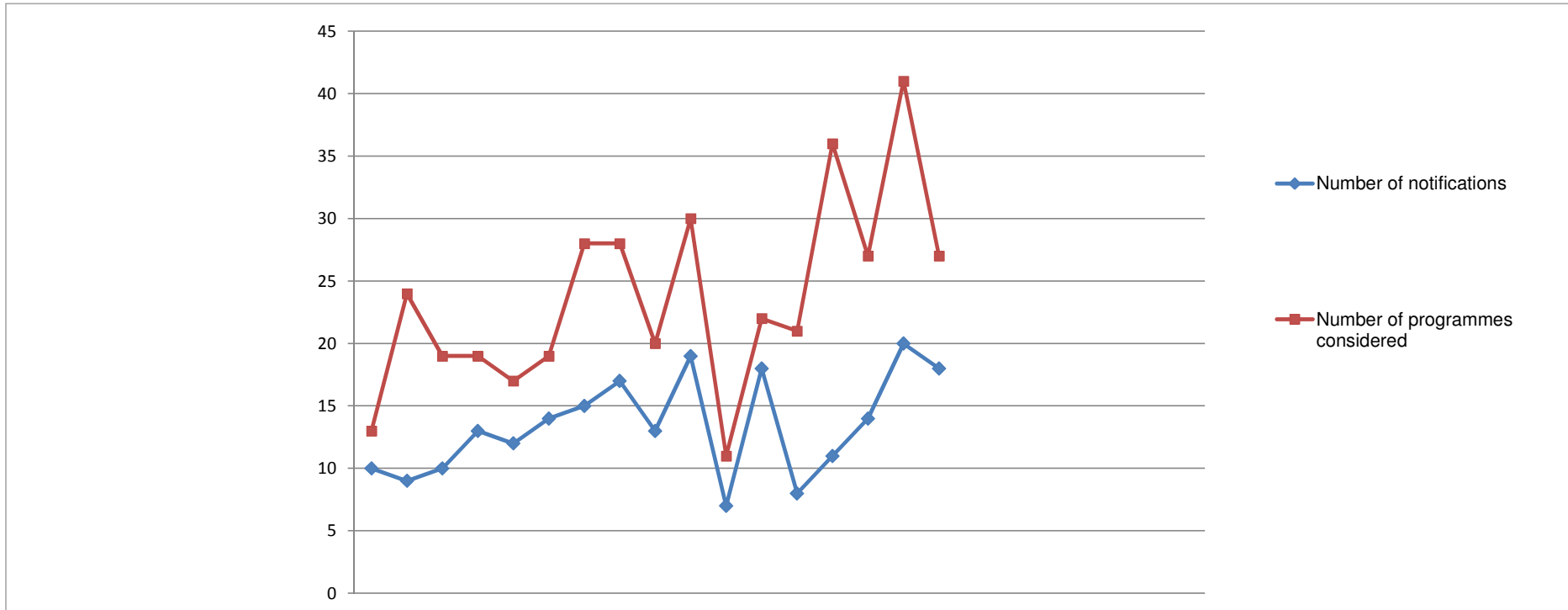
Type of submission	2013			2014									2015									2009/10	2010/11	2011/12	2012/13	2013/14	2014/15			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Number of audits	20	7	5	15	3	0	1	9	4	32	38	57	35	16	3	1	3								105	232	163	199	222	58
Number of programmes considered	25	7	6	19	3	0	2	12	19	43	56	76	46	17	5	1	3								158	265	206	282	268	72

Overview of annual monitoring declarations, April 2013 - March 2015



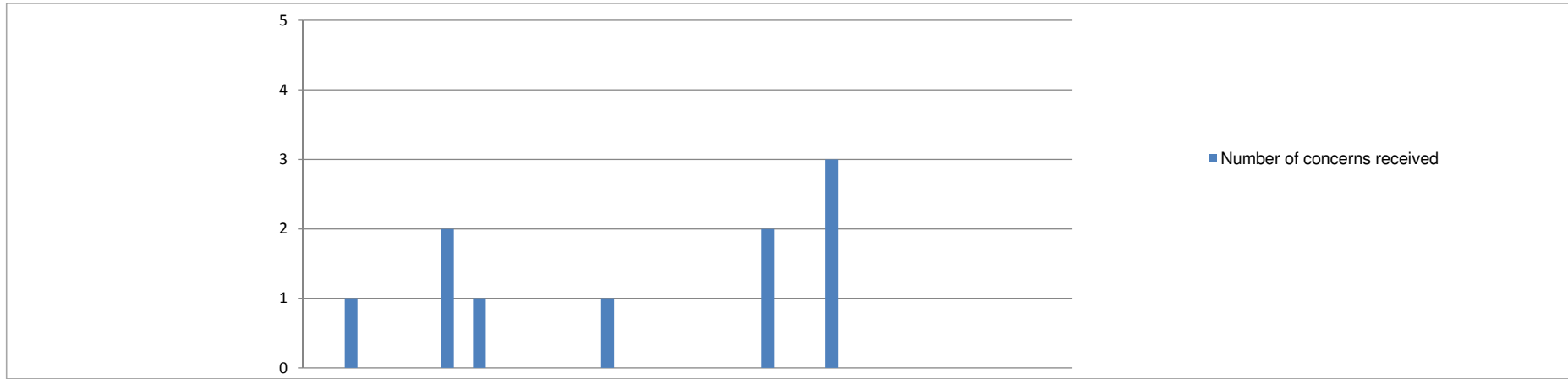
Type of submission	2013			2014									2015					2009/10	2010/11	2011/12	2012/13	2013/14	2014/15							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Number of declarations	16	10	2	3	2	1	7	26	19	50	40	46	29	5	8	16	3								105	232	232	199	222	61
Number of programmes considered	19	11	2	4	2	2	9	31	46	74	48	57	33	6	16	18	3								142	237	249	267	297	76

Overview of major change submissions, April 2013 - March 2015



Overview of notifications	2013			2014						2015						2009/10	2010/11	2011/12	2012/13	2013/14	2014/15																		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD									
Number of notifications	10	9	10	13	12	14	15	17	13	19	7	18	8	11	14	20	18																						
Number of programmes considered	13	24	19	19	17	19	28	28	20	30	11	22	21	36	27	41	27																						

Overview of concerns about approved programmes, April 2013 - March 2015



	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of concerns received	0	1	0	0	2	1	0	0	0	0	1	0	0	0	0	2	0	3	0	0	0	0	0	0

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 YTD
Total number of approved progs	480	623	644	909	968	968
% programmes affected by concerns	1.0%	0.8%	0.8%	0.7%	0.5%	0.5%

Outcome of process	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Directed visit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Approval process	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Major change process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Annual monitoring process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsubstantiated	0	1	0	0	1	1	0	0	0	1	0	0	0	0	2	0	1	0	0	0	0	0	0	0
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 YTD
	0	0	0	0	0	0
	0	0	1	0	1	0
	1	0	1	0	0	0
	0	1	0	0	0	0
	1	0	0	0	0	0
	3	4	3	6	4	3
	0	0	0	0	0	2

Education Work plan 2014-15 – Review of quarter one activity

	Area of work	Start Date	End Date	Progress report
Operations				
Approval process	Approval process	April 2014	Mar 2015	<ul style="list-style-type: none"> • Estimated 85 approval visits in 2014-15 • Scheduled number = 76 (-11% variance) • YTD number = 33 (-11% variance)
	Review of year two of social worker approval visits	Aug 2014	Nov 2014	Not yet initiated
	Review of year one of AMHP approval visits	Aug 2014	Nov 2014	Not yet initiated
	Review of SPIP activity in 2013-14	April 2014	July 2014	On track <ul style="list-style-type: none"> • Review of SPIP approval activity in 2013-14. • Preparing report for ETC in September 2014.
Annual monitoring process	Annual monitoring process	April 2014	Mar 2015	<ul style="list-style-type: none"> • Estimated 9 assessment days in 2014-15 • Scheduled number = 6 (-33% variance) • YTD number = 2 (-50% variance) • Estimated 40 assessments by post in 2014-15 • Scheduled number = 36 (-10% variance) • YTD number = 9 (+80% variance)
	Revised SOPs assessment	April 2014	Mar 2015	On track <ul style="list-style-type: none"> • Revised SOPs for ODPs published and communicated to education providers in June 2014. • Preparing revisions to the annual monitoring process for the 2014-15 academic year to assess implementation of revised SOPs in selective programmes.
	Review of PP / HAD annual monitoring	Aug 2014	Nov 2014	Not yet initiated

	Area of work	Start Date	End Date	Progress report
	Review of SW annual monitoring	Jan 2015	Mar 2015	Not yet initiated
Major change process	Major change process	April 2014	March 2015	<ul style="list-style-type: none"> Estimated 113 notifications in 2014-15 Scheduled number = 122 (+8% variance) YTD number = 35 (+35% variance) Estimated 87 submissions in 2014-15 Scheduled number = 91 (+5% variance) YTD number = 24 (+20% variance)
	Major change refresh	Sept 2014	March 2015	Not yet initiated
Concerns process	Concerns process	April 2014	March 2015	<ul style="list-style-type: none"> Estimated 12 enquiries in 2014-15 Scheduled number = 11 (-8% variance) YTD number = 2 (-33% variance) Estimated 4 concerns in 2014-15 Scheduled number = 5 (+25% variance) YTD number = 2 (100% variance)
	Concerns communications campaign	Sept 2014	March 2015	Not yet initiated
Supporting activities				
Publications	Annual report 2013	April 2014	June 2014	Complete <ul style="list-style-type: none"> Report published in May 2014 and communicated to over 1000 contacts. Short promotional video launched on-line and promoted via social media in May 2014.
	Annual report 2014	Aug 2014	March 2015	Not yet initiated
	A disabled person's guide	April 2014	March 2015	Delayed
Website	Website review and maintenance	April 2014	March 2015	On track <ul style="list-style-type: none"> On-going monitoring of usage of education web pages New webpage on service user and carer involvement launched in June 2014

	Area of work	Start Date	End Date	Progress report
Seminars	Education seminars	April 2014	Feb 2015	On track <ul style="list-style-type: none"> • Dates and venues agreed for eight seminars • Invites circulated and bookings being taken • Content for seminars being revised
Visitors	Visitor recruitment	Sept 2014	Dec 2014	Not yet initiated
	Visitor recruitment (lay visitors)	April 2014	June 2014	Complete <ul style="list-style-type: none"> • Recruitment and selection campaign in May & June 2014 • 17 visitors appointed in June 2014
	Visitor training	April 2014	March 2015	On track <ul style="list-style-type: none"> • Dates agreed for six sessions in Autumn/Winter 2014-15 • Content for sessions (new and refresher) being developed
	Visitor training (lay visitors)	June 2014	Sept 2014	On track <ul style="list-style-type: none"> • 2 day session scheduled in July 2014 (17 attendees)
	Visitor reappointments process	April 2014	July 2014	On track <ul style="list-style-type: none"> • 76 visitor agreements renewed • 10 visitor agreements expired
Council & Committee	Education & Training Committee	April 2014	March 2015	On track <ul style="list-style-type: none"> • ETC stakeholder event on 30 April 2014
Stakeholder engagement	Education update	April 2014	March 2015	On track <ul style="list-style-type: none"> • Issue 16 published in May 2014 and circulated to over 1000 contacts
	HCPC organisation wide communications <ul style="list-style-type: none"> – HCPC In-Focus – Online news articles / press releases 	April 2014	March 2015	On track <ul style="list-style-type: none"> • HCPC In-Focus article on annual report 2013 • Online news article, including snapshot video, on annual report 2013 and lay visitor recruitment

	Area of work	Start Date	End Date	Progress report
	<ul style="list-style-type: none"> - Blog - Social media 			<ul style="list-style-type: none"> • Social media activity on annual reports 2013 and lay visitor recruitment
	Stakeholder meetings	April 2014	March 2015	<p>On track</p> <ul style="list-style-type: none"> • Meetings held with professional bodies (The College of Social Work); government departments (The Department of Health & the Department for Education); commissioners (Health Education England); educational stakeholders (The Higher Education Academy) and education providers (London Ambulance Service NHS Trust). • Attended the Quality Assurance Agency professional, statutory and regulatory bodies (PSRB) forum
Development work (current professions)				
	Standards of conduct, performance and ethics	April 2014	March 2015	<p>On track</p> <ul style="list-style-type: none"> • Supporting the work of the Policy & Standards Department
	Standards of education and training	April 2014	March 2015	<p>On track</p> <ul style="list-style-type: none"> • Supporting the work of the Policy & Standards Department
	Extension and changes of prescribing rights	April 2014	March 2015	<p>On track</p> <ul style="list-style-type: none"> • Supporting the work of the Policy & Standards Department
	SET 1	April 2014	March 2015	<p>On track</p> <ul style="list-style-type: none"> • Supporting the work of the Policy & Standards Department
	Law Commission	April 2014	March 2015	On hold
Development work (new professions)				
	Herbal medicine practitioners	April 2014	March 2015	On hold

	Area of work	Start Date	End Date	Progress report
	Public health specialists	April 2014	March 2015	On hold
	Annotation of qualifications in podiatric surgery	April 2014	March 2015	On track <ul style="list-style-type: none"> Supporting the work of the Policy & Standards Department
	Adult social care workforce in England	April 2014	March 2015	On hold
Major projects				
	Education system build	April 2014	March 2015	On track
	HR & Partner systems and process review	April 2014	Nov 2014	On track
	Web deployment	April 2014	March 2015	Not yet initiated
	Net Regulate changes	Nov 2014	March 2015	Not yet initiated
	Professional Indemnity insurance	April 2014	May 2014	Complete
	HR & Partner systems build	Nov 2014	March 2015	Not yet initiated
	Registration process and system review	May 2014	March 2015	Not yet initiated
	Finance process and system review	May 2014	March 2015	Not yet initiated
Business-as-usual projects				
	Service user involvement in education and training	April 2014	March 2015	On track <ul style="list-style-type: none"> Approval visit agenda amended to include meeting with service users and carers Briefing on new requirements sent to visitors Web pages created Revised SETs guidance due to be published in August 2014
	Lay visitors	April 2014	Sept 2014	On track

	Area of work	Start Date	End Date	Progress report
				<ul style="list-style-type: none"> • Recruitment and selection of 17 new lay visitors • Visitor training scheduled for July 2014 • Executive training scheduled for August 2014
	Partnership with professional and system regulators	April 2014	March 2015	On track <ul style="list-style-type: none"> • Ad hoc communication with UK health and care regulators and Care Councils.