Council, 23 March 2021

Matters arising

Introduction

Below is the actions list as agreed at the public meetings of the Council held on 25 February 2021, 3 December, 28 July and 21 May 2020

	Action point (and location in minutes)	Action for	Comment
	25 February 2021		
1	**Item 4. 21/9 Fitness to Practice Improvement Plan – progress report** The Council requested that milestones for the programme include a forecasted trajectory for KPI achievement, with estimates of when targets would be met. The Council encouraged the Executive to establish productivity baselines and metrics to measure productivity improvements. (4.6)	Executive Director of Regulation	The March paper includes updates on benefits projections for key projects that have entered the delivery and benefits realisation phase (e.g. threshold cases where external law firms are adding additional capacity to help reduce the age profile of cases) and cultural, efficiency and quality projections based on the Perform Plus work.
2	**Item 5. 21/10 Risk Appetite Statement** The Council discussed how to keep the RAS live during decision making. It was agreed that in taking decisions the Council would explicitly record its consideration of risk and its reasoning if the agreed risk appetite was not followed in that decision. Papers to Council would also continue to explore risk as a key decision making factor. (5.5)	Head of Governance	This will be an ongoing factor to ensure we capture and so cannot be completed as such.
3	The Council also agreed to review decisions taken on an annual basis though a risk lens to understand the application of risk appetite in practice and the consequences of those decisions on risk. (5.6)		This annual review will be scheduled into the agenda plan.
	3 December 2020		
1	**Item 3. 20/143 Chief Executive's performance report** The Council noted the pressing need to improve FtP regulatory performance. The Council noted that the Executive would be reviewing KPIs in the new year and requested that there be a focus on outliers as well as median reporting, as those outliers provided insight into system issues. (3.4)	SMT	Council and SMT will take part in a joint workshop in April 2021 to agree a new set of KPIs aligned to the Strategy.

	Item 7. 20/147 Registrant Health and Wellbeing Strategy and Action Plan		
6	The Council noted that the HCPC being seen to be fair by its registrants was a key measure of success. The Executive agreed, highlighting that strategic aim two focused on leading with fairness. The Executive agreed to explore what metrics could be used to assess changes in perceptions of fairness by those who have experienced the FtP process. (7.3)	Executive Director of Policy and External Relations	Metrics are currently being developed
7	The Council discussed the future use of the research film with external stakeholders. It was agreed that the Executive should take advice and agree a communications plan for this, given its impact. (7.7)	Executive Director of Policy and External Relations	In progress – review being undertaken of the excerpts we could use, following which a full comms plan will be developed.
	Item 8. 20/148 Equality Diversity and Inclusion update		
10	The Council discussed the reference in strategic aim four, to reviewing the HCPC's standards to reinforce EDI practice. The Council agreed that this should also reference a review of the CPD standards, to prompt reflection from registrants on their EDI practice. The Executive would action this. (8.5)	Executive Director of Policy and External Relations	Completed – this has been included in the revised Strategy
	The Council advised that the HCPC should not lose track of what it was trying to achieve in the EDI strategy, the Council considered that some of the language used tended towards 'jargon'. The Executive agreed to review the language with the EDI forum and steering group to ensure it was clear and meaningfully reflected the HCPC's commitment to improving its EDI practice.(8.6)	Executive Director of Policy and External Relations	Completed – the strategy has been reviewed by Diversity Mckenzie.
	28 July 2020		
	Item 7. 20/87 Experiences of the fitness to practise process – research report		An early part of the Recruitment and Retention strategy is the development and training on performance standards within FtP. This work is aligned with the redesign and update of our case management guidance and is supported by the Perform Plus operational excellence methodology currently being delivered by PWC.
13	The Council suggested that the development of a set of principles setting out what registrants should expect from the HCPC when going through an FTP process. The Executive agreed to consider this. (7.6)	Executive Director of Regulation	
			The FtP Customer Charter development will be driven by the teams to ensure they are fully engaged and bought into the Charter both in terms of its development and implementation. In February, all members of the case management teams will be involved in Performance Standards Workshops which

			will feed into the creation of the Charter. The Charter should be in place by the end of Q4.
21 May 2020			
	Item 7.20/57 Matters arising		
14	While the Council accepted that the data was not available to understand the scale or impact of maternity returners to the register, it agreed the issue remained a concern that required future consideration. The Executive advised this issue would be considered when reviewing the return to practice guidance later in 2020. (7.2)	Executive Director of Policy and External Relations	Targeted and focused engagement workshops will commence in March 2021 and we will be publicly consulting on our process and guidance in the summer of 2021

Decision

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

Background information

Public Minutes of the Council meetings held on 25 February 2021, 3 December, 28 July and 21 May 2020

Date of paper

15 March 2021