

Matters Arising

The actions as agreed at the previous public meetings of the Committee are set out below. The Committee is requested to note the responses to the actions.

Action no	Date of meeting	Agenda item	Action	Lead	Date due	Response
16	13 November 2024	Strategic risk register	An updated strategic risk register would be provided to Committee members following the meeting.	Head of Assurance and Compliance	27/02/2025	The updated strategic risk register was shared with Committee members following the meeting.
17	13 November 2024	Strategic risk deep dive: feedback and complaints	The Head of Assurance and Compliance would provide an update on the progress and impact of this work to the Committee during 2025.	Head of Assurance and Compliance		The work to update the approach to feedback and complaints is continuing, including end to end review and an updated policy. This is being reviewed ahead of publication on the HCPC website. An internal communications plan also in development.
18	13 November 2024	Annual feedback and complaints report 2023-24	The Head of Assurance and Compliance would share the latest complaints response times with the Committee.	Head of Assurance and Compliance	04/06/2025	The reporting approach for feedback and complaints is being reviewed in quarter 4 of 2024-25 and will include timeliness. This will be reflected in the unified assurance report from June 2025 onwards.
19	13 November 2024	Financial regulations	An updated version of the financial regulations showing the changes noted and requested would be circulated to Committee members in advance of this being submitted to the Council for approval.	Head of Finance	05/12/2024	An updated version of the financial regulations was shared with Committee members for comment and was subsequently approved by the Council at its meeting on 5 December 2024.
20	13 November 2024	Whistleblowing policy	The Head of Governance would update the whistleblowing policy prior to submission to the Council for approval.	Head of Governance		The policy was updated to reflect the Committee's feedback and was subsequently approved by the Council at its meeting on 5 December 2024.
21	13 November 2024	Internal audit recommendations tracker	The Chair would provide some additional feedback to the Compliance Officer following the meeting to continue to improve the quality of the information provided in the internal audit recommendations tracker.	Improvement and Compliance Specialist/Committee Chair		The Improvement and Compliance Specialist and Committee Chair are due to meet on 31 March 2025 to agree the approach.