

Conduct and Competence Committee – 19 February 2008

2007-2008 Workplan Update

Executive summary and recommendations

Introduction

The three fitness to practise statutory committees approved the 2007-2008 fitness to practise work plan in April 2007. This paper is intended to provide the committee with an update as to the completion of the workplan.

Decision

The Committee is asked to discuss this update

Background information

The Committee approved the 2007-2008 workplan in April 2007

Resource implications

Included within 2007-2008 budget

Financial implications

Included within 2007-2008 budget

Appendices

Workplan update

Date of paper

7 February 2008

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2008-01-25	a	SEC	AGD	Health Committee Workplan Updates	Final DD: None	Public RD: None

1 Accessibility, Communication and Information Provision

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress Report
Fitness to Practise Annual Report	Employee Time Fitness to Practise Database (accurate statistics)	January 2008	April 2008	KJ/ES	Work has started on 2007-2008 annual report. The report will be submitted for approval on 23 rd April
Equality and Diversity Audit and implementation of recommendations	Day-to-day operations	May 2007	September 2007 (for audit) Ongoing for implementation of recommendations	FTP Team	Work is ongoing in this area. The new hearings manager is currently reviewing hearing arrangements and the policy around the handling and purchase of religious books
Equal Treatment practice note	Legislative developments Day-to-day operations Policy and Standards	August 2007	September 2007 (to practice committees)	KJ	The updated document will be submitted on 23 rd April. The work was delayed until the approval of the Equality and Diversity Scheme
Collect, collate and review demographic data	Day-to-day operations IT (to make necessary changes to systems) Response from complainants and registrants	April 2007	Ongoing	KJ/ES/EB	The review of the data collection will be presented to the Committee on 23 rd April.

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress Report
CHRE Common Dataset working group	Day-to-day operations CHRE President	February 2007	Final meeting scheduled in June 2007	CHRE	The Director Fitness to Practise Manager and President contributed to this project, however no further work has been done by CHRE in this area.
Brochures	Day-to-day operations Communications (particularly publications manager) Policy and Standards (Temporary Registration)	April 2007	May 2007	KJ	The Fitness to Practise process: a guide for employers was published in November 2007. How to make a complaint (members of the public) and What happens if a complaint is made against me are currently undergoing approval by the Plain English campaign . It is anticipated that both brochures will be published at the end of March
Standard of Acceptance for Allegations – including complaints over the telephone Write guidance for FTP team	Day-to-day operations Policy and Standards (Language Line)	April 2007	Ongoing	KJ initially then FTP team	The Standard of Acceptance and provisions to take complaints over the telephone are now in place. This process will be reviewed as part of the 2008-2009 workplan

Date
2008-01-24

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Doc Type
AGD

Title
Workplan 2007-2008 Update

Status
Final
DD: None

Int. Aud.
Confidential
RD: None

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress Report
Implement Case Directions – including communicating these to all those involved	Day-to-day operations	April 2007	Ongoing	KJ ES Fitness to Practise Team	Case Directions now apply to all cases that “case to answered” after June 2007. This information is now included in the standard letters, is on the website and will be included in the brochure for registrants. We have also communicated this to those who represent registrants at meetings with professional bodies and unions. As at 21 st January 2008 of the 142 post case to answer cases, 45 were still subject to old directions, of that 45, 32 have had hearings fixed
Witness Support review and refinement	Day-to-day operations	Collation of questionnaires began in October 2007	Paper to Practice Committees September 2007	SA ES EB	The questionnaire collation is ongoing, it is anticipated that the review will begin in April 2008
Trends Analysis and Feedback from Messages	Day-to-day operations Communications Department	Ongoing	Ongoing	KJ	This is an ongoing area of work. Meetings have taken place with statisticians. The FTP annual report was also distributed to a number of key stakeholders in September 2007. The Director is also on the panels for the Employer events organised by the Communications department,
Communication with Employers	Day-to-day operations Communications	Ongoing	Ongoing	KJ Communications	The Director is on the panels for the Employer events organised by the Communications

	Department				department. She continues to meet with employers of registrants (please see Director's report). A brochure for employers was published in November 2007
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2 Decision Making

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress report
CHRE learning points	Day-to-day operations	Ongoing	Ongoing	KJ	CHRE learning points continue to be disseminated to panels and legal assessors where appropriate. The learning points include more reasons for decisions and including in determinations where a suspension was imposed suggestions for what the registrant should provide to the reviewing panel.
Trends Analysis in Fitness to Practise and Health and Character processes, and in equality and diversity as it relates to FTP	Day-to-day operations	April	Ongoing (analysis of Paramedic cases by September 2007)	KJ	This is an ongoing area of work. Please see earlier in this workplan update.
Review Indicative Sanctions Note	CHRE	May 2007	July 2007	KJ	Council approved the revised Indicative Sanctions policy in October 2007
Updates in regulatory law					
Review days for legal assessors and panel chairs	HR (Partners)	June 2007	Further review day December 2007	KJ ES Yasmin Hussain	Review days for Legal Assessors and Panel Chairs took place in June 2007 and January 2008. Training was provided in January 2008 on Equality and Diversity issues. Other areas of discussion included decision making, the hearing process and regulatory case law updates. Training and review days will continue throughout 2008-

3 Processes and Procedures

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress report
Review Health and Character Process and provide guidance as necessary	Day-to-day operations Policy and Standards White Paper	Workplan to ETC by June 2007	March 2008	KJ ST ES Michael Guthrie	The Education and Training Committee approved the work plan in June 2007 and a revised work plan in December 2007. They are due to consider an analysis of the health and character cases in March 2008
Review Prosecution of Offences	Day-to-day operations	July 2007	March 2008	KJ ES ST	Council approved a revised prosecutions policy in October 2008. All correspondence and operational policy documents have now also been reviewed and refined. Meetings and correspondence have taken place and have been exchanged with yellow pages and the on line directories and issues around
Registration Appeals – including preparation and presentation	Day-to-day operations	August 2007	Ongoing	KJ ES MC	This is an ongoing area of work
Review of FTP Processes (including consent)	Day-to-day operations	Ongoing	Ongoing	KJ ES	We are continuing to review and refine existing processes and procedures

4 Resources

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress report
Fitness to Practise Structure	Human Resources	April 2007	Ongoing	KJ	The Fitness to Practise department has now been reorganised into Case Management and Adjudication functions. Eve Seall is responsible for case management functions and her area is split into three case teams each led by a lead case manager. Alison Abodarham manages the adjudication function
Reduction in reliance on external lawyers	Day-to-day operations	Ongoing	Ongoing	KJ	Case Managers now present the majority of Article 30 review hearings, interim orders applications and reviews and have begun to present conviction fitness to practise cases
Training FTP Team	Day-to-day operations	Ongoing	Ongoing	KJ	<p>Most of the department have now completed their BTEC in Investigative Practice.</p> <p>Two hearings officers are currently studying for their Graduate Diploma in Law.</p> <p>Other Training: Conflict Management Recognising Professional Boundary Violations Counselling skills Advocacy Skills Organisational Skills</p>

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress Report
Review of Statistics	Day-to-day operations	April 2007	May 2007	KJ ES	The reviewed management reports have been provided to the committee(s) since April 2007. We will now look to reviewing their use.
Service Level Standards	Day-to-day operations	Ongoing	Ongoing	ES	We continue to review our service level standards
Risk Assessment		Ongoing	Ongoing	Case Managers ES	This is integrated into day to day operational work
Information Technology		Ongoing	Ongoing	ES	This is an ongoing area of work
Partners Reappointment	Human Resources (Partners)	April 2007	July 2007	KJ YH	The Director sat on the reappointments panel with Yasmin Hussain and Michael Schofield. Interviews took place for new Drama therapy partners in December 2007
Arrangements for hearing fixing	Day-to-day operations	April 2007	Ongoing	ES	This is an area of work now led by Alison Abodarham
Model of Investigation and particulars	Day-to-day operations	Ongoing	Ongoing	KJ ES Case Managers	This area of work is now embedded into day-to-day work
Operational Forecasting		Ongoing	Ongoing	KJ	The forecasting model can be seen as an attachment to the 2008-2009 workplan

5 Risk Management

Activities	Dependencies/Other Departments involvement	Start Date	Completion Date	Lead	Progress report
Risk Management	All	Ongoing	Ongoing	All	This is embedded into operational work