

Chief Executive's Report for March – April 2005 Contents

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Meetings 1st March 2005 to 30th April 2005

1. Completed Meetings

Council for Healthcare Regulatory Excellence (CHRE) CHRE conference	7 th Mar 8 th Mar
Allied Health Professions Federation conference	14 th Mar
Michael Batt, SMAE	15 th Mar
Dept of Health re healthcare scientists	16 th Mar
General Osteopathic Council	17 th Mar
Council member visit (Alan Mount)	18 th Mar
NHS Counter Fraud	21 st Mar
Dept of Health	22 nd Mar
Review of Non-Medical Professional Regulation Advisory Grp	1 st Apr
National Social Work Qualifications Board	1 st Apr
Council member visit (David Whitmore)	5 th Apr
CHRE	6 th Apr
Registrars of Health Regulatory Bodies	7 th Apr
Healthcare Professionals Crossing Borders	7 th Apr
Council member visit (Eileen Thornton)	8 th Apr
Association of Professional Ambulance Personnel	11 th Apr
NHS Counter Fraud	13 th Apr
British Confederation of Psychotherapists	13 th Apr
Dept of Health	15 th Apr
Covance	15 th Apr
Dept of Health/NMC	19 th Apr
Trading Standards Institute	26 th Apr
CHRE	28 th Apr
British Paramedic Association	28 th Apr
2. Scheduled Meetings	
Non-Medical Professional Regulation Advisory Group	3 rd May
Lincolnshire Ambulance Service	10 th May
Society of Chiropodists & Podiatrists	13 th May
Royal College of Anaesthetists	19 th May
British Association of Art Therapists/Arts Council England	27 th May
Anthroposophical Society/ Health Professions Council	TBA

3. Policy update

Tom Berrie, policy manager, attended:

UK Interprofessional Working Group Working Party on 1st March on Regulation

UK Interprofessional Working Group main meeting 21st March

Current projects:

Research into fitness to practise cases of CPSM Boards Investigating and Disciplinary Committees;

Assessment of archived records and documents, and policy for retention;

Monitoring of proposed new EU Directive on recognition of professional qualifications, to assist preparation for implementation by HPC when required.

Rachel Tripp, policy manager

Current projects:

Professional liaison group on health, disability and registration

The group has met for the third time, and is on track with the workplan that the council agreed. It has one further meeting arranged, and will present to the Council's July meeting two documents:

- 'Becoming a registered health profession'. This document will contain information for people with disabilities who want to become registered with us, and information for staff working in admissions in approved courses.

- 'Information about the health reference'. This document will contain information for doctors asked to complete a health reference, and for applicants to the Register.

Professional liaison group on Standards of Education and Training guidance for Education providers

This group had two successful meetings in March, and the project is currently with the professional bodies for their input. A first draft will be written next month.

European Affairs

Attending the 'Health Professionals Crossing Borders' project meetings, a project around patient safety, as part of the UK's Presidency of the EU.

Int. Aud.
Public
RD: None

2005-04-21 a CER CER CE Report Meetings for May Council Final
2005 DD: None

Customer service standards have been developed for the registration departments and will be implemented from May 2nd. This will be followed closely by every other department within HPC.

The new HPC website should be operational by early May. This will replace our current website which is restrictive. The new website will conform to all current accessibility standards and the content will be managed by each individual department rather than by the Web Manager as is currently the case.

HPC attended the annual conference of the operating department practitioners in Manchester during April.

Rachel Tripp has been appointed as Policy Manager, the position will sit within the Communications department but have links across the organisation.

A first draft of the annual report has been produced - this will be launched on July 8th at the AGM which this year will take place at The Oval cricket ground.

Advertising for the next 12 months will move from magazines to national radio, bus and London underground slots with the main focus being on July 9th 2005 and protection of title.

1. Approvals Visits

1.1 Approvals Visits Undertaken

The following Approvals visits have been undertaken since the last meeting of the Council on 1st March 2005:

Date	Education Provider	Programme Name
14-Mar-05	Queen Margaret University College	BSc(Hons) Physiotherapy
17-Mar-05	University of the West of England	P G Dip in Diagnostic Imaging
17-Mar-05	University of the West of England	BSc Radiography
21-Mar-05	Coventry University	Foundation Degree in Paramedic Science
21-Mar-05	Coventry University	Diploma in Professional Development in Paramedic
30-Mar-05	Queen Margaret University College	BSc (Hons) Diagnostic Radiography
04-Apr-05	Institute for the Arts in Therapy	MA in Art Therapy
07-Apr-05	Queen Margaret University College	MSc Occupational Therapy
11-Apr-05	University of Derby	BSc(Hons)Diagnostic Radiography
11-Apr-05	University of Derby	BSc(Hons)Occupational Therapy
14-Apr-05	Tobias School of Art & Therapy	MA Art Therapy
14-Apr-05	University of Wales Institute cardiff	BSc (Hons) Podiatry
21-Apr-05	University of Surrey Roehampton	MA Drama Therapy
21-Apr-05	University of Surrey Roehampton	MA Art Therapy

Date	Central School of Speech & Drama	MA Drama and Movement Therapy
26-Apr-05	Drama	Therapy
05-May-05	Hibernia College Centre for Science & Art	MA Art Therapy
09-May-05	Coventry University	BSc(Hons)Dietetics
09-May-05	Coventry University	BSc(Hons)Occupational Therapy
09-May-05	Coventry University	BSc(Hons)Physiotherapy

1.2 Forward Calendar of Approvals Visits

Twenty four Approval events have been organised between now and the end of July.

We have commenced contacting Education Providers regarding Approvals events for the latter end of the year.

1.3 Letter to Education Providers

The majority of Education Providers have returned their data cleansing forms with the requested information about their timetable for annual monitoring reports and Cyclical Review.

2. Resources

On 1st April 2005, Ed Crowe joined the Education & Policy Team as a new Education Officer.

Two Executive officers have to be appointed.

Staffing for the Annual Monitoring process has yet to be decided.

1. Routine Matters

Since the last Council meeting the department has progressed routine work and also concentrated on the Budget for 2005/6 and the Pay review as at 1st April. Latterly the department has mainly been working on the production of the year end accounts.

Recruitment has taken place for an assistant (Nilaksha Patel) in the Finance Department. She will be primarily dealing with registration matters (as cashier) and assisting on the purchase ledger. She will join at the beginning of May.

£1,000,000 is currently placed on the money market at an interest rate of 4.48% and a 3-month bond for £1,000,000 currently carries a rate of 4.695%. Around £1,200,000 is also held on Special Interest Reserve Account at an interest rate of 3.75%.

2. Meetings, Training and Other Matters

A number of meetings have taken place (or are scheduled to take place) since the last Council meeting.

- 9th March – Corps of Commissioners
- 10th March – Digital Steps Ltd re Renewals Project
- 12th March – Linbrook Services Ltd
- 16th March – Covent Garden Bureau Ltd
- 13th April – Linbrook Services Ltd
- 18th April – P&O Business Travel
- 26th April – BDO Stoy Hayward: VAT training
- 26th April – Linbrook Services Ltd

3. Office Services

Planning permission sought for establishing office on mezzanine floor. Preparation work ongoing for mezzanine office, new windows for the Stannary Street offices and minor “housekeeping” matters scheduled for May.

1. Striking Off Order

Robert Dunn (Physiotherapist) 2nd March 2005
 Lucy Forsythe (Chiroprapist) 10th March 2005
 Fraser Richmond (Occupational Therapist) 31st March 2005
 Marco-Paulo Carvalho (Radiographer) 1st April 2005

2. Suspension Order

Christopher Caulkin (Chiroprapist) 1st March 2005
 Patrick Guest (Physiotherapist) 4th March 2005
 Natasha Gorringe (Chiroprapist) 8th April 2005
 Matthew Smith (Radiographer) 22nd April 2005

3. Caution Order

Nahashon Ngugi (Occupational Therapist) 6th April 2005
 David Ryell (Paramedic) 15th April 2005

4. Not Found

1 case has not been well found

5. Adjourned

Keith Hotchkiss (Paramedic)
 Malvina Allan (Biomedical Scientist)
 Mohammed Khokhar (Clinical Scientist)

6. Referred to Health Committee

Susan Bradley (Physiotherapist) 14th March 2005

7. Referred to Conduct and Competence

Sam McBride (Physiotherapist) 31st March 2005

8. Review Hearings

Daniel Kings (Dietitian) 16th February 2005 – Review of conditions of practice order
 Gordon Mendy (Physiotherapist) 17th March 2005 – Revision of conditions
 Richard Adams (Physiotherapist) 17th March 2005 – Suspension to conditions of practice
 Deborah Harrison (Physiotherapist) 29th March 2005 – Suspension removed

9. Restoration Hearing

Peter Jellett (Physiotherapist) 31st March 2005 – Restored with conditions

10. Investigating Committee

In February, March and April 2005, panels of the Investigating Committee considered 35 cases; they found a case to answer in 20 cases and no case to answer in 12 cases. There are a further 58 cases awaiting a panel.

11. Conduct and Competence Committee

There are currently 87 cases within the remit of the Conduct and Competence Committee, of this number 31 cases will require a review hearing and hearing dates have been set in 26 cases. A Conduct and Competence panel case was not well founded in February 2005

12. Health Committee

There are currently 12 cases within the remit of the Health Committee of this number. Of this number, 6 cases require a review hearing and dates for 5 hearings have been fixed

13. Interim Orders

In February and March, 5 interim orders were applied for and 4 were granted. A review of an interim order also took place

14 Registration Appeals

There are currently 212 active registration appeal cases. Hearings are twice a day, every day in the weeks beginning 25th April 2005 and 9th May 2005. It is hoped that 170 appeals will be heard in those two weeks.

15. Partners

Further panel training took place on 20th and 21st April 2005. The next legal assessor review day will take place on 24th June 2005. Panel Chair training will take place on 16th June 2005.

16. Other Information

Meetings have taken place with:

CHRE – Regular monthly forums
Kingsley Napley Solicitors
Bircham Dyson Bell
BACP/UKCP
Andy Bennett/Sally Jones – Office for Criminal Justice Reform
Intermediary Pilot
Nursing and Midwifery Council
British Psychological Society
General Osteopathic Council

The team is working with the IT department to create an FTP tracking system and is currently working on the following items:

Brochures

Witness support programme
FTP annual report
Protocol with NHS Counter-Fraud Squad
FTP benchbook
Prosecutions procedures
Health and character references

1. Employee Resourcing

A newly created position for a second Receptionist in the Office Services Department was advertised in March 2005 and the successful candidate commences on 5th May 2005. A newly created position for an Assistant Finance Officer in the Finance Department has also been filled, with the appointee to commence on 3rd May 2005.

A permanent Case Manager has been appointed to the Fitness to Practise Department (this position was previously filled by a secondee). A permanent International Registration Officer was also appointed in April 2005, to a position previously filled by a contract employee.

Also in April 2005, a permanent Policy Manager was appointed in the Communications Department, and a new position has been advertised for a Hearings Officer, Fitness to Practise Department. Interviews are to be held for the Hearings Officer position in May 2005.

2. Flexible Working

In an effort to provide more effective resourcing in the UK and International Registration Departments, a flexible working project is currently being worked upon, with HR assisting the relevant Managers on this project. It is hoped that this will allow more efficient allocation of employee resourcing - with employees working longer hours during peak periods working periods such as Renewals, and taking time off to compensate in trough periods.

3. Job Descriptions

A new proforma job description has been developed which will be used for all new job descriptions, and for updating all existing job descriptions. Updating all job descriptions is a project which HR aim to complete within the next three months.

4. Partner Numbers

Letters have now been sent to all Partners informing them of the over recruitment situation. None of the Partners wish to stand down and most are happy to be considered as and when they are needed. Some complaints have been received, however, and every attempt is being made to clarify the situation on an individual basis, where requested.

4.1 Panel Recruitment

Interviews for **Fitness to Practise Panel Chairs** have been arranged for 20th, 21st and 22nd of April 2005. Norma Brook and Professor Schofield, from the Office for the Commission for Public Appointments, will form the panel. 21 applicants have been shortlisted. It is hoped that 12 appointments will be made from this number.

4.2 Registration Assessors

We have currently met our Partner requirements for this role, with the exception of new professions/modalities.

4.3 Visitors.

ODP interviews are set for the 15th and 16th of June with Neil Willis and Stephen Wordsworth. The AODP Journal was used to advertise these vacancies. **Arts Therapists** interviews are set for 6th, 7th and 8th of June with Diane Waller and Sharon Woolf. The BAAT, BADT & the APMT mailing services were used to promote these vacancies. **Paramedic** interviews are set for the 21st and 22nd June with Robert Fellows and David Whitmore. At time of writing, the advert copy has yet to be finalised. Specialist press and emails will be used to promote these vacancies. **Biomedical Science** Interviews will be arranged for July 2005.

All Partner Vacancies are listed on the HPC website

1. Staff

No full time staff changes. Adam Mawson has been seconded to the Renewals Project team for 3 months

2. Projects

3R's (Renewals, Resourcing and Re-engineering) A major project looking at general enhancements to the renewal process continues and encompasses changes to the design of the Renewal forms, Final Notices, Registration Certificates and Authentication cards.

Changes to staffing levels within the registration department are being designed to match the ebbs and flows of profession renewals. See HR Report from Larissa Foster.

ICR update

The ICR (Intelligent Character Recognition) project, designed to partially automate the Registration Renewals process is running to schedule. The completion date is expected to be June 2005 in line with the start of the next renewal cycle. 2 large scale scanners have been purchased and a software supplier selected (Peladon). Liaison has also started between Digital Steps and Peladon to ascertain how the 2 systems with interface.

APU Additional functionality was defined in mid March, and this will be slightly delay to the rollout until May. A three week bedding in phase will follow to check functionality.

An Office Services helpdesk will be developed from a cut down ITHelpdesk as functionality during the APU bedding in phase, plus functionality to track ISO related issues.

.A Lotus notes database for tracking and publishing the HPC supplier list has been developed in house. This includes authorisation stages from the Finance Director and Chief Executive.

Work on a sytem for Education & Policy **SELMA** will commence following correction of any post roll out issues with the FTP system. Again shared functionality will cut development and support time long term.

Authentication of Users. Abraham. Project. The development model has now been forwarded to Digital Steps for design work. The complete programme will be rolled out over several months..Some operational detail will remain confidential to the HPC executive.

The new certificate and authentication card will be discussed in the private section of the May council meeting

3 Document Control - FOI

Freedom of Information requests continue to come in at a rate of about 3 per week. Most are requests for report against specific criteria which do not currently exist, and therefore do not strictly fall under the 2000 act.

These reports are being gradually developed in house.

Additional functionality will be provided to the combined HR, FTP and E&P systems by creating an additional table outside the existing 3 systems to link up and track usage of partners, against contracted levels. This additional functionality will be produced in house.. This builds further to the CRM functionality indicated in earlier reports.

4. Business Continuity

A paper test of the DR plan will occur again this year, along with a live test during a planned quite period. A basic decision matrix to determine relocation to the back up site or working inhouse under partial availability has been generated. The matrix is reproduced here.

Applied Psychologists New Profession A meeting with the Applied Psychologists membership department is being arranged with the UK Registration Manager in early May.

The delivery of the new functionality at each stage of the upcoming renewal season requires delivery and testing of new releases of LISA approximately every month until December 2005. This will result in a considerable amount of time being used in testing prior to the live environment. This is a major commitment of IT time and may result in a slower turn around on non critical helpdesk tickets.

ISO 9001:200 Update

Our ISO 9001:2000 registration was maintained following an external audit by BSI (British Standards Institute) on April 4th 2005. One non conformity was identified in the area of Education with reference to the tracking of documentation. HPC now have a permanent auditor with BSI Kevin Hopkinson who will conduct audits at HPC every 6 months.

DR / BC Decision matrix

Remain at Park Hse	Remain at Stannary St	Initiate Usbridge DR	Invoke Star Centre and remote working	Secondary HPC premises
Server room lost			Invoke Off site data	
Multiple floors lost at PH	Move req. dept to SS. Others off site	Work offsite		Possible
Multiple floors lost at SS	Likely			Possible
Loss of data & or phone connectivity		Work offsite	Offsite data	
Loss of power for multiple days		Work offsite	Offsite data	
Loss of transport		Work offsite	Offsite data	
Loss of access		Work offsite	Offsite data	
London wide crisis		Work offsite	Offsite data	
London wide disease		Work offsite or from home	Offsite data	LOCATE NEW SITE FOR RELOCATION LONG TERM
Production server Krusty - major damage		Work offsite - reg dept ? Down time dependant? OR NDR server in truck and pipe in	Offsite data	
Complete destruction of PH & or SS		Work offsite, connected to Star	Offsite data used as production system	LOCATE NEW SITE FOR RELOCATION LONG TERM

PH = Park House, SS = Stannary street

Predicted down time is key - 1 week can cope without Krusty access

1. Telephone Calls

The volume of telephone calls increased slightly following the Christmas break and has returned to the underlying workload over the past 2 months. Figures for February are not available from the system due to modifications being made to the ACD system and an upgrade to the reporting and monitoring tools. However, the general trend in call volumes would indicate that this did not significantly change during this period and the team continue to respond to ~75% of calls

2. New Applications

The Team continues to receive a higher volume of applications. The last few months have seen an exponential increase in the volume of new grandparenting applications received. This would be in line with the July deadline. The majority of this volume increase relates specifically to Chiropody/Podiatry applications.

3. Applications processing times

Processing times have again been affected over the past few months by the increase in applications being received. The Team is still making the deadline to enter the details onto the LISA system within 48hrs but the acknowledgment timeframe laid out in EU legislation will continue to be affected. Focus is being placed on finding solutions to manage this short “blip” in the workload with the assistance of the Team.

4. Flexible Working

Work began prior to Christmas to look at the loading of registration work and to find practical solutions for managing the registration resource more effectively especially during renewal period. The first stage of the process in which the workloads and timings of registration work where identified resulted in the Registration Managers presenting the Management Team & Registration Teams with a model for flexible working that would share resource between the Teams at a no-cost solution to the business.

5. Assessor training

Assessor training continues to be a high priority for the Registration Team. Further improvements have been made to providing feedback loops between Fitness to Practise Registration Appeals & the International Team/Registration Assessors. This now includes Assessors being provided with an anonymized copy of the original assessment form and the registration appeal panel decision. In addition, we continue to look out for particular problem areas and have focused attention during the recent Registration Assessor Review days on looking for further verification before rejecting an applicant. Assessors have actively participated in these events and the Executive have found this to be an extremely mutually beneficial process making the events more relaxed but focused to improving the processes.

1. Telephone Calls

The volume of telephone calls to the department continues to decrease month on month as anticipated. Overall, the team received a total of 7,474 during this period and achieved a 97% answer rate. Calls were answered in 12 seconds on average.

2. UK Registration/Readmission Applications

The number of applications received during March 2005 increased slightly but remains manageable. The number of days currently taken to process and register is approximately 3 working days, with some forms being processed on the day of receipt.

Certificates are being sent on a weekly basis and the team continue to promote the HPC online register as the safest and most effective way of checking registration status.

3. Registration Renewal Project

The project team continue to meet on a weekly basis. Members of the team, including Registration Officers are busy working on a number of different areas such as Intelligent Character Recognition (ICR).

There are no professions renewing their registration until June 2005.

4. Flexible Working Project

Flexible working is due to be introduced to the registration teams in June 2005. A working group has been established with representatives from both registration departments and Human Resources. The working group currently meets twice each week and are working through issues such as individual working patterns, annual leave and management of the system.

5. Registration Seminars, 2005

Eight registration seminars are being held around the UK again this year. Registration Managers plan to visit Glasgow, Belfast, Southampton, Cardiff, Salford, Birmingham and London in April and May 2005. The purpose of the seminars are to provide an overview of the registration application and renewal processes. They were very successful last year and we hope that attendees will find them as informative this year.

1. Council Members’ Induction

The next two day Council member induction session will take place on 17-18 May 2005. This will be the last induction until the new Council has been elected.

2. The Health Professions Council Elections 2005

The nomination period closed on 30 March. Five registrant members and six alternate members were unopposed and have therefore secured their place on the new Council.

Nominations were not received for the alternate members for speech and language therapists, occupational therapists and orthoptists. For this reason the nomination process has been reopened for these three vacancies only, with nominations closing on 26 April. The polling date for the elections will remain 20 May.

The Secretariat is developing a process for overseeing the elections, to be incorporated into the Quality Management System.

3. Structure of the Register

The working group met on 29 March. The Council will be asked to agree a way forward at its meeting on 12 May.

4. Standards of Education and Training: Guidance for Education Providers Professional Liaison Group (PLG)

The Secretariat provided support to the meetings of the PLG on 11 March and 24 March. The second meeting was a workshop session which included contributions from representatives of the professional bodies. A further meeting of the PLG will be arranged once further input from the professional bodies has been collated.

5. Consultation on changes to HPC’s rules

A consultation is underway on proposed amendments to various statutory rules. These include proposed changes to the Practice Committees Constitution Rules, the Registration and Fees Rules and the three practice committee procedure rules. The consultation concludes on 20 May.

6. Springfield (HPC intranet site)

Sabrina Donaldson has added information about the Secretariat to the Intranet.

7. Staffing

Niamh O’Sullivan is unfortunately on continued sick leave but hopes to return in the foreseeable future.

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