

Council, 26 March 2014

Secretariat report

Executive summary and recommendations

Introduction

The report provides an update about the activities of the Secretariat Department.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

17 March 2014

Secretariat Department – Council meeting, 26 March 2014

The following provides an update about some of the work of the Department.

Appointment of Council members

The terms of appointment of three lay members and one registrant member will come to an end at the end of 2014.

The appointment of Council members is managed by the Secretariat Department and overseen by the Professional Standards Authority. The Department will be planning for the next appointment round. At this stage it is intended to submit the required documentation to the PSA in May 2014, with the recruitment process commencing in June 2014.

Freedom of Information and Data protection

In recent months we have received the following numbers of FOI / DPA requests.

December	31
January	39
February	51

Most requests relate to statistics about the fitness to practise process, information on specific fitness to practise cases or registration statistics.

The ICO has issued a consultation on proposed changes to the definition document for health regulators who are public authorities. A paper discussing the changes is included on the Council's agenda for 27 March 2014.

Customer service feedback

The Department also manages the customer service function which works with the other Departments to manage and log complaints and feedback about the work of the HCPC.

The Council will be invited to consider a yearly report analysing complaints and feedback received in the last year at its meeting in July 2014. It is intended that an analysis report will be presented to the Council every six months.