

Council, 8 December 2016

Secretariat report

Executive summary and recommendations

Introduction

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

This report provides the Council with an update into the work of the Secretariat Directorate in September-November 2016.

Decision

This paper is to note.

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

18 November 2016

Secretariat Department – Council, 8 December 2016

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

Appointments

- **Council**

Following interviews, notice to recommend two candidates has been submitted to the PSA.

- **Tribunal Advisory Committee**

114 applications were received for the 6 Committee member roles. Interviews will be held 12-14 December 2016. Arrangements for induction are underway.

Feedback and Complaints

- Complaints training for managers will be implemented in 2017, the aim of the training is to assist managers in investigating and responding to complaints.
- The Feedback and Complaints Manager led customer service week awareness in October
- In recent months we have received the following numbers of complaints

August -29

September - 44

Freedom of Information and Data protection

- The Department is responsible for managing requests for information under Freedom of Information and Data Protection legislation, including managing our relationship with the Information Commissioner.
- In recent months we have received the following numbers of FOI / DPA requests.

September - 47

October - 39

- In November, the HCPC's Freedom of Information Policy was published online. The policy is intended for members of the public wishing to obtain information. Work on an internal guidance document is underway.

Other activity

The Department supports the HCPC's Internal Quality Assurance Group. The Group met in October and received a presentation from Omer Tauqir, the HCPC's Internal Audit Partner from Grant Thornton. Feedback for this meeting has been very positive.

External Meetings

Members of the Secretariat attended the following meetings:-

- 11 October 2016: PSA appointments seminar - This is an annual meeting with the regulators to discuss appointments process from the PSA's perspective.

Training for Employees

Members of the Secretariat attended the following training:-

- Giba Begum - taking and writing effective minutes
- Maxine Pryce – FOI update, GDPR
- Ruth Cooper – Meet the HCPC Harrogate
- Claire Amor – ICSA CSQS Corporate Governance