

Finance and Resources Committee 30 July 2009

Equality and Diversity Scheme – Human Resources Employee and Partner Actions

Executive summary

Introduction

A full progress report for all departments on the HPC Equality and Diversity Scheme will be presented to Council later this year by the Director of Policy and Standards. The purpose of this paper is to (i) provide an update to the Finance and Resources Committee on work planned and undertaken by HR under the Scheme, and (ii) present an annual analysis of relevant data.

Decision

The Committee is asked to note the documents. No decision is required.

Background information

The Equality and Diversity Scheme including Human Resources actions was approved by Council in December 2007.

Resource implications

Time taken to undertake the required actions has been factored into the Human Resources Workplan for 2009/10.

Financial implications

Accounted for in the 2009/10 budget.

Appendices

Appendix 1 - HR Equality and Diversity Statistics 2008/09
Appendix 2 - Equality and Diversity Scheme

Date of paper

16 July 2009

Progress with HR sections of the Equality and Diversity Scheme

Recent, existing and ongoing practice	HR Initiatives
<p>1. We have taken steps to ensure that our selection process is fair and free from discrimination by ensuring that interview panels do not have access to personal information when short-listing.</p>	<p>All applicants for both partner and employee vacancies are asked to complete a personal details form and a voluntary equal opportunities and diversity monitoring form. Once received, this personal information is detached so that the selection panel does not see any information which might identify the applicant's gender, age, ethnicity, disability or nationality, etc., thus reducing the risk of discrimination in short-listing.</p> <p>The application process will be reviewed again in 2010 by HR and the equality and diversity internal working group.</p>
<p>2. We have completed a review of our employee handbook to ensure that equality and diversity legislation is accounted for prior to publication of the scheme.</p>	<p>The last major review was completed in 2008 following a six week consultation period with employees. A further review was carried out by the HR Director on arrival at the HPC in April 2009.</p> <p>The handbook will be reviewed again in 2010 by HR and the equality and diversity internal working group.</p>

Action Points	HR Initiatives
<p>1. We will implement a rolling programme of reviewing HR policies on a regular basis, in consultation with the equality and diversity internal working group, middle management group and employees.</p>	<p>(Timeframe – ongoing)</p> <p>The first review took place in February 2008 as stated above. The next full review will take place in 2010. In the meantime, training, learning and development policies and practices will be reviewed by HR to ensure that they are applied fairly and consistently across the organisation.</p>
<p>2. We will review our practices around employment of disabled employees, particularly around adjustments following a recruitment decision, in consultation with employees.</p>	<p>(Timeframe – part of the above)</p> <p>As above, the first review took place in February 2008. The next review will take place in 2010.</p>

<p>3. As part of the Information and Consultation of Employees Regulations 2004 (ICE), we will recruit employee representatives drawn from the diversity of the employee population. They will act as a link between HR, management and employees.</p>	<p>(Timeframe - Autumn 2009)</p> <p>Nominations for the Employee Consultation Group are currently being sought. Once the consultation group is running effectively, agreement will be reached about how the equality and diversity working group will feed into the consultation group.</p>
<p>4. We will conduct an employee attitude survey to find out what our employees like and dislike about HR practices in the organisation.</p>	<p>An employee survey was conducted in September 2008 and results reported to the Finance and Resources Committee in November. The overall results were extremely positive.</p> <p>The next employee survey will be conducted in 2010 in order to monitor improvements and identify new trends.</p>
<p>5. We will explore the feasibility of working towards obtaining the 'two ticks' symbol which denotes organisations that are positive about disability.</p>	<p>Supported by HR, the equality and diversity working group has made good progress towards compliance with the Jobcentreplus Two Ticks award. It is anticipated that this award will be obtained by the end of 2009.</p>
<p>6. We will review the complaints and appeals processes for partners, including updating the guidance for appeals panel members to include guidance on equality and diversity issues relevant to their role.</p>	<p>The complaints and appeals process was reviewed as part of the rollout of the new Partner Handbook which was approved by the Finance and Resources Committee in September 2007. The Handbook includes guidance for partners on equality and diversity matters.</p> <p>A full review of partner's recruitment documentation, including role descriptions, will be carried out by the end of 2009.</p>
<p>7. We will analyse and monitor the data we collect for human resources purposes and produce a report each year for our finance and resources committee.</p>	<p>(Timeframe –ongoing)</p> <p>The first set of data was presented to the Committee in June 2008. The second of these annual updates is attached in Appendix 1.</p>

Under the Equality and Diversity Scheme's actions for all departments, one states that "we will begin a rolling programme of training for all employees, partners and council members on equality and diversity issues". The Human

Resources Department now manages a rolling programme for all employees and managers. All new partner training and partner refresher training includes a section covering equality and diversity.

In addition to the specific actions outlined above, most of the general policies under the Scheme (Race Equality Policy, Disability Equality Policy, Gender and Sexual Equality Policy, Religion and Belief Equality Policy, and Age Equality Policy) contain provisions which are already contained within the Employee Handbook, which the Committee has already approved.

Appendix 1: HR Equality and Diversity Data 2008/09

Introduction

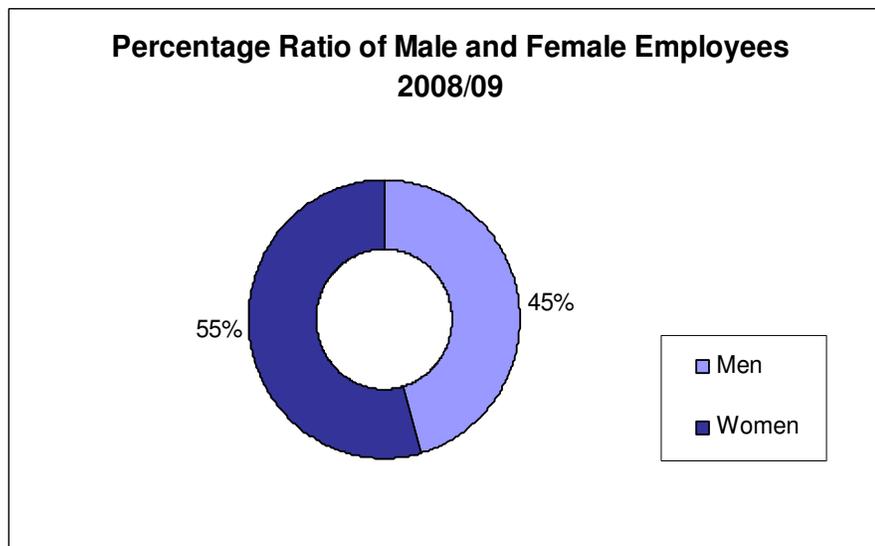
In June 2008 the HR department presented its first report to the Finance and Resources Committee on the data collected through equal opportunities monitoring processes for both employees and partners. It was agreed that a similar report should be produced on an annual basis.

1. Employees

All job applicants are asked to complete a voluntary equal opportunities and diversity monitoring form. The form was updated and approved by Finance and Resources Committee in June 2008 and requests information in several new categories including: transgender, religious belief and sexual orientation. There is insufficient data to report on these categories at present, but further work on this will be done in advance of producing the 2010 report.

Once appointed, employees are asked to complete the monitoring form if they have not already done so. Prior to completing this annual report HR discovered that basic equality and diversity data was missing for a significant proportion of employees. These employees were identified and asked to provide key data. The majority have done so, thus reducing the 'unstated' category significantly and giving a more complete statistical breakdown.

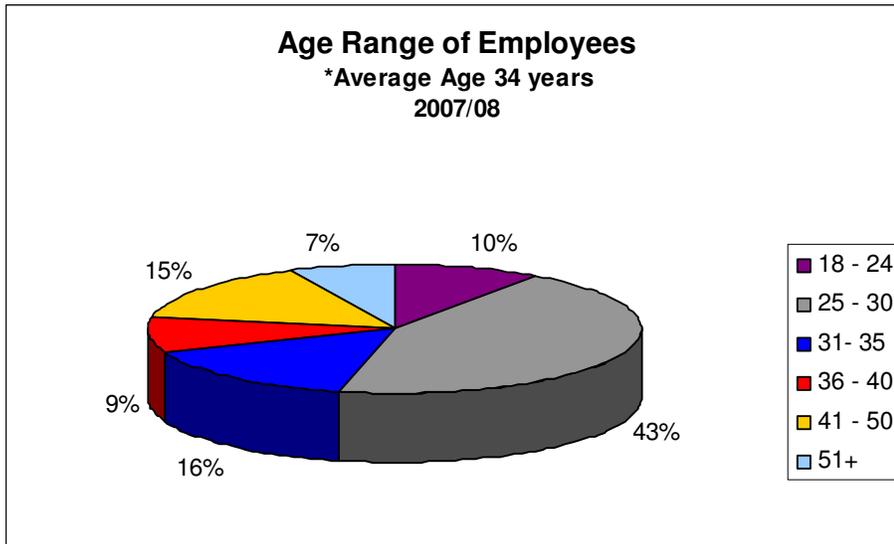
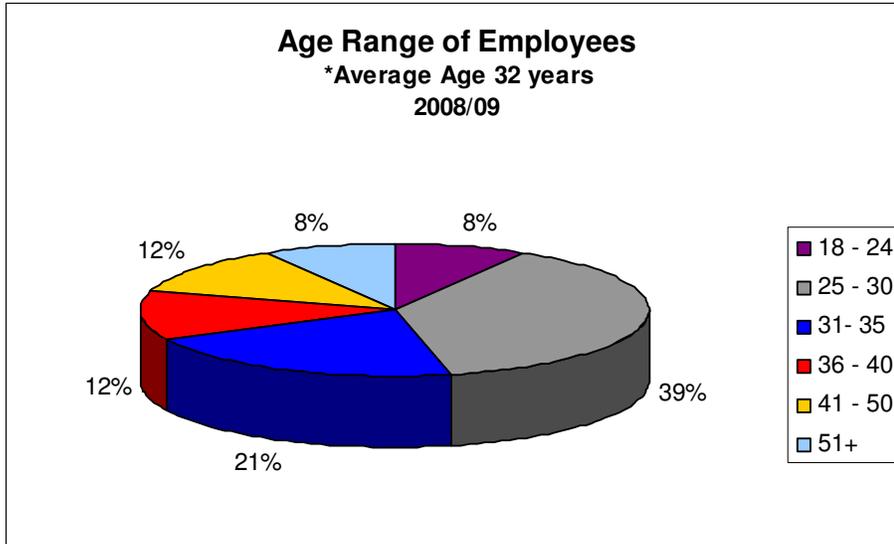
Employee data is collected as at 1st May for the relevant year. As a 1st May 2009 there were **124** employees at the HPC.

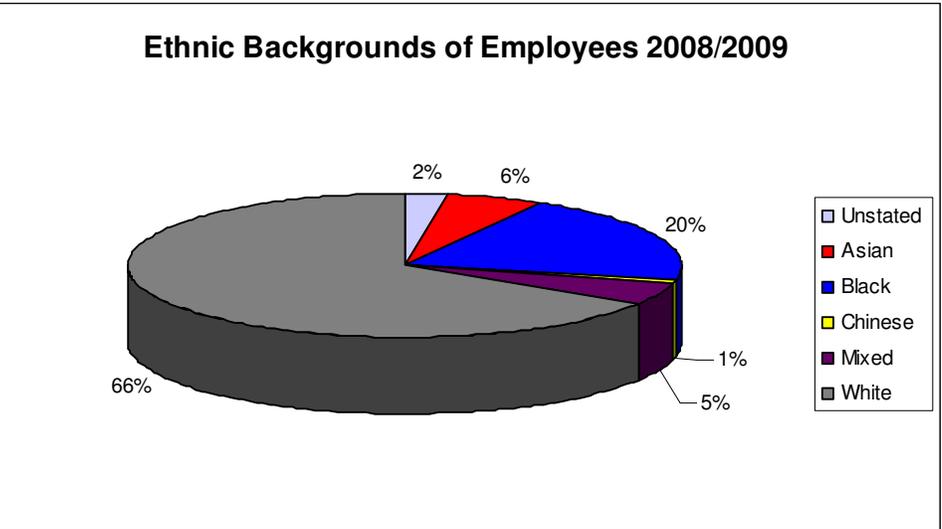


There has been no change in the ratio of 45% male to 55% female employees since May 2008.

As illustrated in Fig. 2 below, there has been a slight decrease in the average age of HPC employees since May 2008.

Fig. 2





Ethnic Backgrounds of Employees 2007/2008

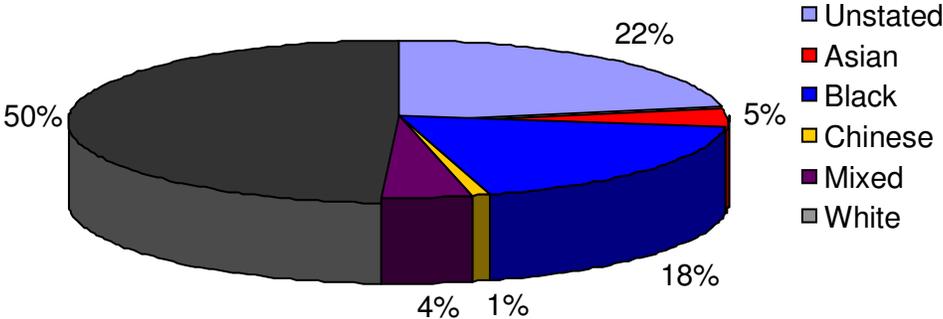
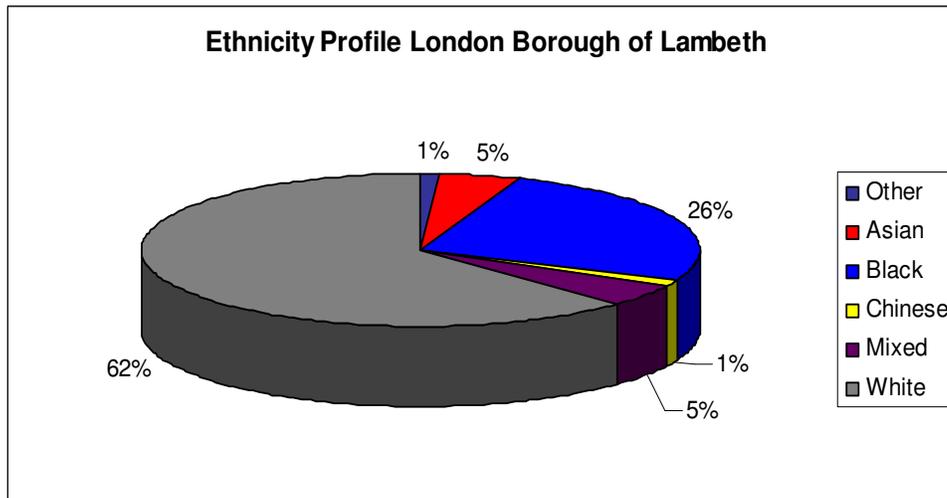


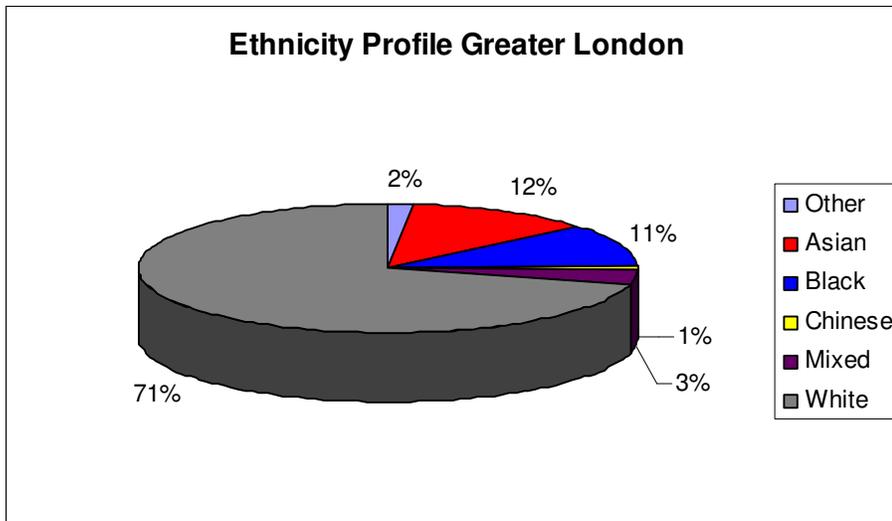
Fig 3 above shows the significant decrease in the 'unstated' category for ethnicity in 2009, resulting in a complete picture of employees' ethnicity for the first time. This has enabled us to make a comparison with the statistics for the London Borough of Lambeth, and for Greater London as a whole, as shown in Figs 4 and 5. This comparison shows that the ethnic profile of the HPC's workforce is broadly in line with that of the local area.

Fig. 4



Source: National Statistics Office

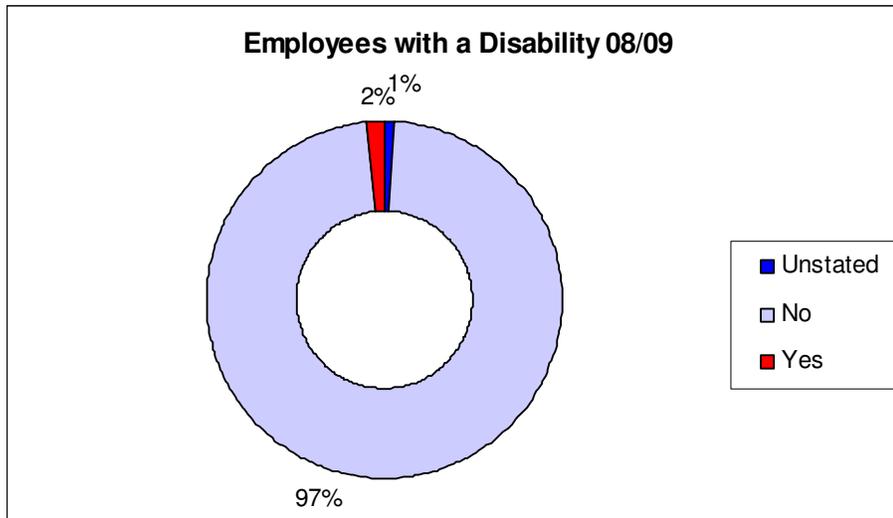
Fig. 5



Source: National Statistics Office

The percentage of employees with a disability is 2%, the same figure as in 2007/08. The percentage of employees with 'unstated' in this category has dropped from 22% to 1% as a result of recent data collection.

Fig. 6

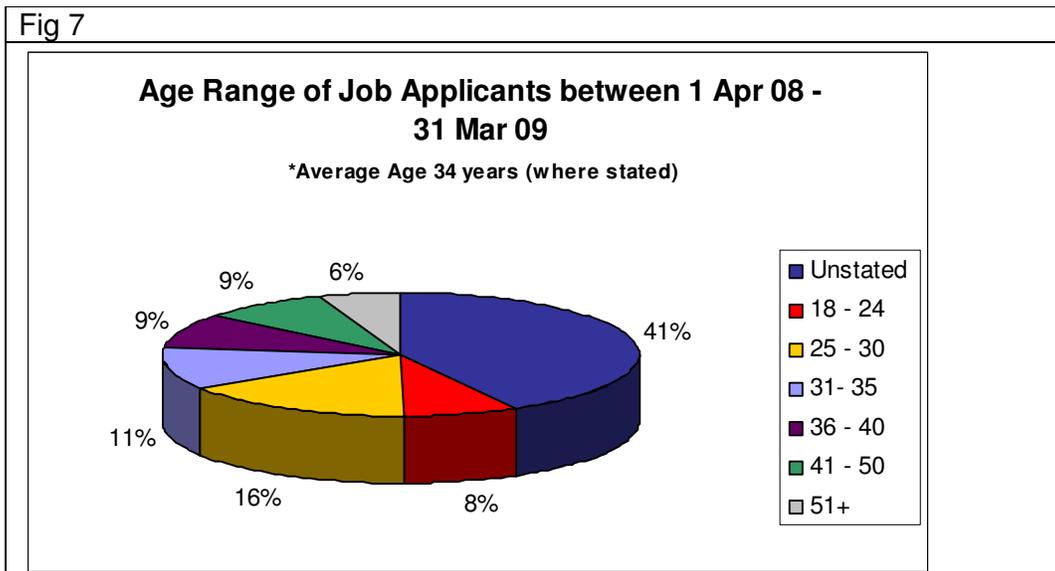


2. Job Applicants

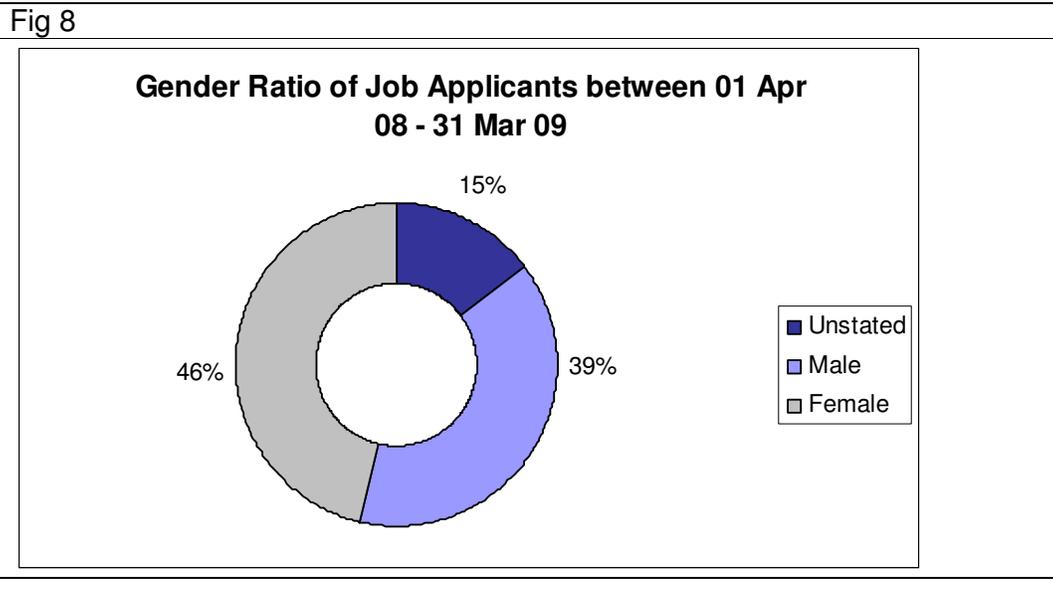
As stated in the introduction, completion of the equality and diversity monitoring form is voluntary and many applicants choose not to complete it, thus limiting the effectiveness of statistical analysis or comparison with data from previous years. However, monitoring form completion rates have improved since last year in all areas.

Age: in 2008 61% of applicants chose not to complete the age category compared with 41% in 2009.

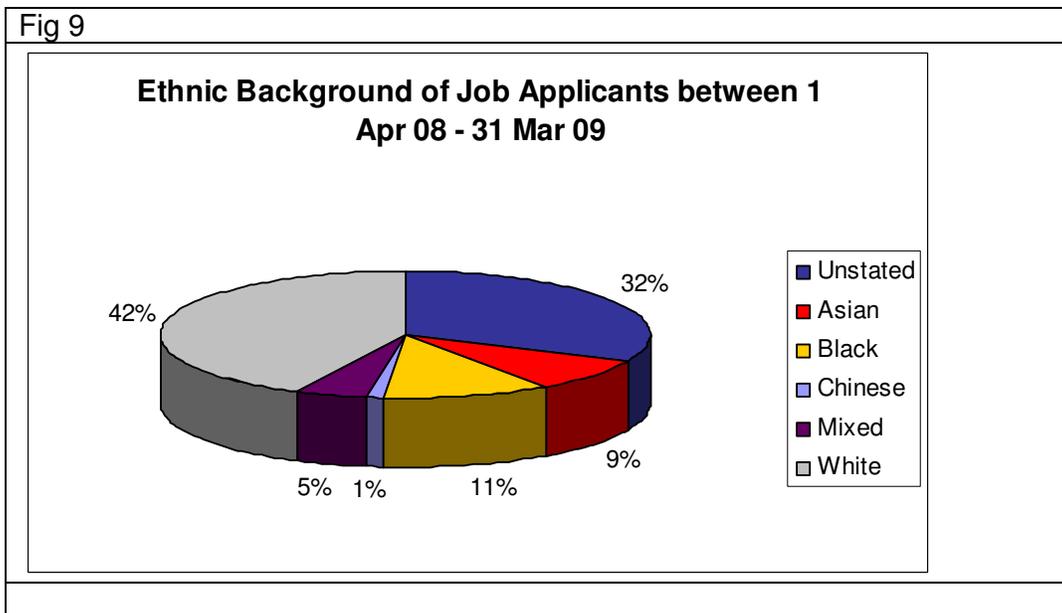
Fig 7



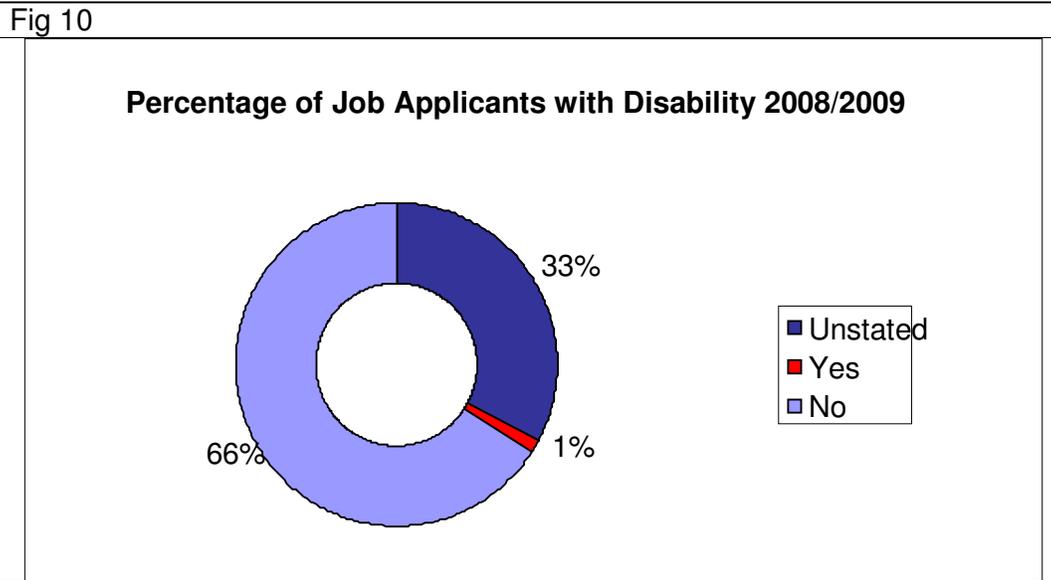
Gender: in 2008 35% of applicants chose not to complete the gender category compared with 15% in 2009.



Ethnicity: in 2008 46% of applicants chose not to complete the gender category compared with 32% in 2009.



Disability: in 2008 46% of applicants chose not to complete the gender category compared with 33% in 2009.

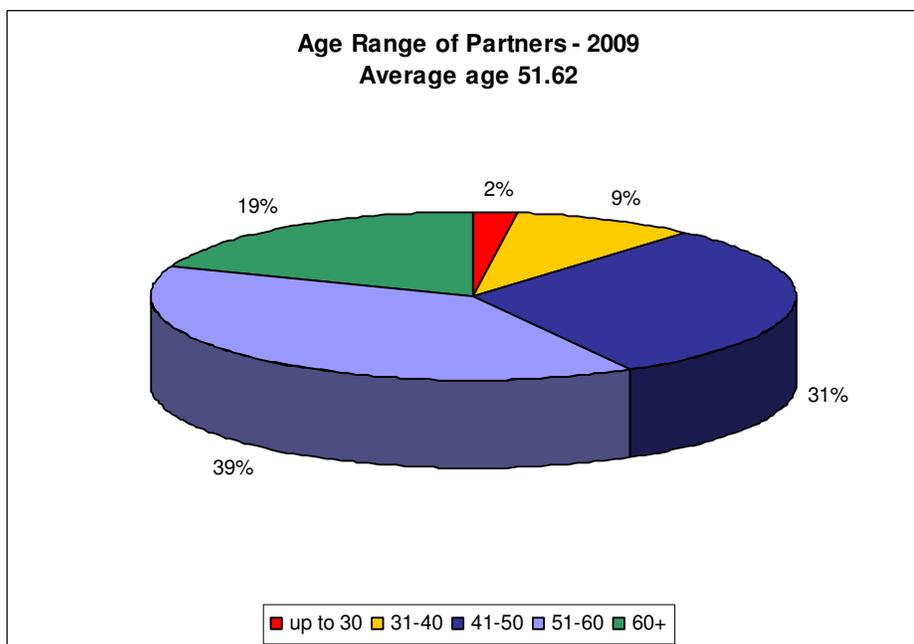


3. Partners

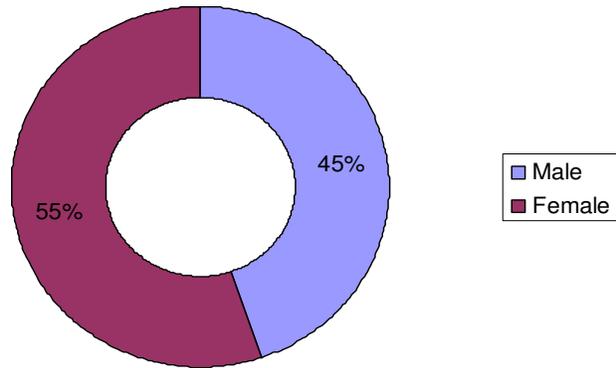
All new partners are asked to complete a voluntary equal opportunities and diversity monitoring form. Data was collected from existing partners in 2004, but we have only just transferred all of this data onto the partners database in the past couple of months. Only partners appointed since June 2008 have been asked for data in the newer categories of transgender, disability impairment type, religious belief and sexual orientation. It is planned that an exercise to request updated information will be carried out before 2010.

Graphs reflecting the current partner statistics are given below. There are currently a total of **465** partners, some of whom are carrying out multiple roles. Most partners must be registered with the HPC in the relevant profession, with the exception of 39 lay panel members, 6 lay visitors, and the 19 panel chairs.

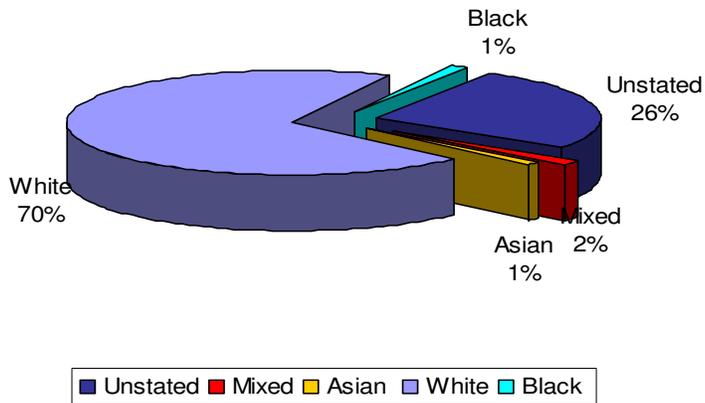
Partner Role	Number
CPD Assessors	28
Registration Assessors	175
Panel Members	222
Legal Assessors	13
Panel Chair	19
Visitors	175



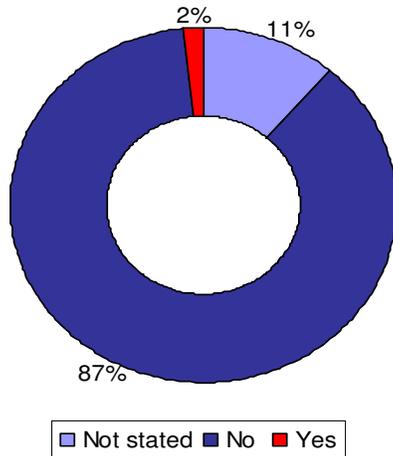
Percentage Ratio of Male & Females Partners
2009

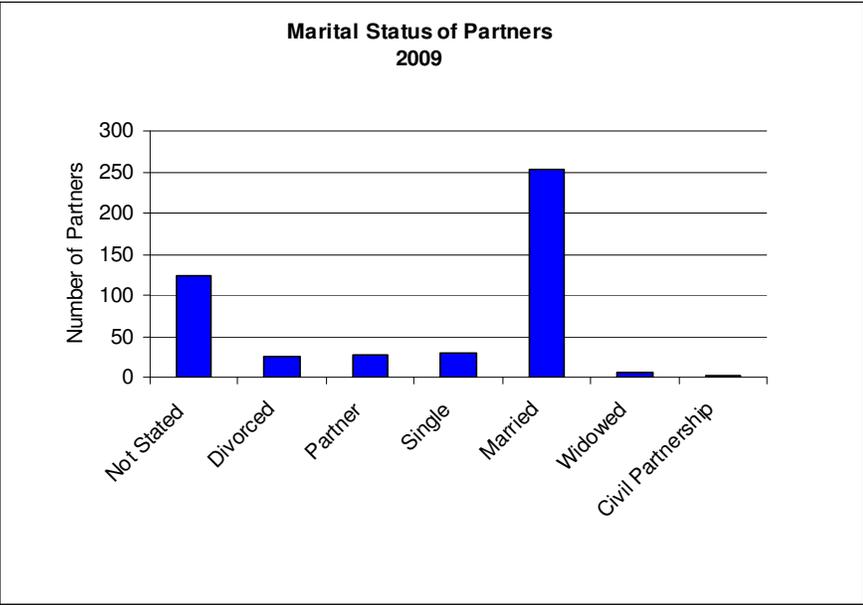


Ethnic Background of Partners
2009



Partners with Disability
2009





Appendix 2 - Equality and Diversity Scheme

Introduction

1. The Health Professions Council (HPC) is the statutory regulator of thirteen health professions. Its primary function is to protect the public and it does so by:

- setting standards;
- approving programmes of education and training;
- registering health professionals; and
- investigating and adjudicating allegations about their fitness to practise.

2. In the course of doing so we interact with a diverse range of people, including:

- the public, especially complainants or witnesses in fitness to practise proceedings;
- registrants and potential registrants;
- education and training providers;
- health care providers, professional bodies, consumer groups and other partner organisations; and
- our employees and the “partners” who carry out tasks on our behalf.

Legislation

3. In recent years, UK government policy has moved from legislating to ensure that public bodies treat all people they impact equally; to legislation to ensure that public bodies positively promote a diverse and inclusive society.

4. We are required to meet the general duties under relevant equality legislation, including:

- Race Relations Act 1976;
- Disability Discrimination Act 1995

5. The legislation also requires some public bodies to meet certain ‘specific duties’ such as publishing a scheme. We are not one of those bodies but decided that, as part of good practice, we would go beyond what the law requires and publish an equality and diversity scheme. This scheme describes the steps we have taken and will

take in order to ensure that we do not discriminate against people on the basis of:

- Disability
- Age
- Gender
- Sexual orientation
- Race
- Religion

6. The scheme builds on our statements of our policy for each of these groups (which are set out overleaf), but is a single scheme, rather than a series of schemes for each of those groups, as many of the steps we might take to avoid or mitigate any adverse impact are relevant to all of them.

Race Equality Policy

This policy is specific to issues relating to race and ethnicity.

The Race Relations Act 1976 makes it unlawful, without justification, to discriminate on grounds of race and, as amended by the Race Relations (Amendment) Act 2000, places a duty on public authorities to promote race equality.

HPC is committed to providing equal access to employment and the services it provides and will not discriminate on the grounds of race, colour, nationality, ethnic origin, cultural background or religion (where the religion is defined as a racial group).

HPC will:

- work with representatives of ethnic and racial groups to ensure that HPC's services meet their needs and to improve access to those services;
- promote access to information, services and decision-making, where appropriate, through the use of translation and interpretation services;
- welcome and encourage job applications from people from ethnic minority backgrounds;
- ensure that allegations of racial discrimination and harassment are investigated thoroughly, speedily and with sensitivity.

Disability Equality Policy

This policy is specific to issues relating to disability.

The Disability Discrimination Act 1995 applies to HPC in its capacity as an employer, service provider and as the “qualifying body” for those it regulates. The Act makes it unlawful, without justification, to treat disabled people less favourably or to subject them to discrimination or harassment.

The Act defines disability as a physical or mental impairment which has a substantial and long-term adverse effect upon a person’s ability to carry out normal day to day activities, but HPC also recognises that society’s attitudes towards disabled people are one of the main barriers to ensuring that disabled people have equal rights of access to services and employment.

HPC is committed to providing equal access to employment and the services it provides and will not discriminate on the grounds of disability.

The HPC will:

- work with representatives of disabled people to ensure that HPC’s services meet their needs and to improve access to those services;
- promote access to information, services and decision-making through, for example, the use of interpretation for the hearing impaired, the use of Braille etc;
- ensure that, so far as possible, HPC events are held in premises which have appropriate facilities for disabled people;
- welcome and encourage job applications from disabled people;
- undertake, wherever possible, to retain employees who experience disability, by making reasonable changes to their duties or working environment;
- ensure that allegations of discrimination and harassment on the grounds of disability are investigated thoroughly, speedily and with sensitivity.

Gender and Sexual Equality Policy

This policy is specific to the concerns of men, women, bi-sexual people, gay men, lesbian women, transgender people and those who are undergoing or who have undergone gender re-assignment.

The Sex Discrimination Act 1975 makes it unlawful to discriminate without justification on grounds of gender and the Sex Discrimination (Gender Reassignment) Regulations 1999 extend the protection provided by that Act to those undergoing or who have undergone gender reassignment. The Equality Act 2006 makes it unlawful, in the exercise of public functions, to discriminate on the grounds of gender or sexual orientation.

HPC is committed to providing equal access to employment and the services it provides and will not discriminate on the grounds of gender, gender reassignment or sexual orientation.

HPC will:

- work with representatives of gay, lesbian, bi-sexual and transgender people to ensure that HPC's services meet their needs and to improve access to those services;
- confront homophobic attitudes, behaviour and language and encourage understanding of individual rights and attributes;
- encourage a culture of openness about sexual orientation and gender whilst maintaining the right to privacy;
- ensure men and women are paid the same for doing work of equal value and that flexible working policies apply equally to men and women, enabling them to make personal choices about their parenting, caring and work roles;
- ensure that allegations of discrimination and harassment on the grounds of gender, gender reassignment or sexual orientation are investigated thoroughly, speedily and with sensitivity.

Religion and Belief Equality Policy

This policy is specific to the concerns of people from different faith groups.

The Equality Act 2006 makes it unlawful to discriminate, without justification, on grounds of religion or belief by treating a person less favourably or by subjecting them to victimisation or harassment.

HPC is committed to providing equal access to employment and the services it provides and will not discriminate on the grounds of religion or belief.

HPC will:

- ensure cultural and religious festivals, holidays and rights of worship are acknowledged and recognised across the organisation;
- where reasonably practical, ensure events and hearings are not scheduled on cultural or religious festivals so as to prevent people from attending;
- ensure leave is not unreasonably withheld from employees who may wish to celebrate cultural and religious festivals;
- not impose dress restrictions on employees which may be discriminatory, unless such restrictions can be objectively justified in terms of meeting a legitimate health and safety or business aim;
- ensure that allegations of discrimination and harassment on the grounds of religion or belief are investigated thoroughly, speedily and with sensitivity.

Age Equality Policy

This policy is specific to the concerns of people of all ages and in particular younger and older people.

The Employment Equality (Age) Regulations 2006 make it unlawful to discriminate without justification on grounds of age in employment and vocational training. Age discrimination occurs because assumptions are made about older and younger people that are based on inaccurate, outdated and inappropriate stereotypes.

HPC is committed to providing equal access to employment and the services it provides and will not discriminate on the grounds of age.

HPC will:

- encourage and support activity which is aimed at eliminating ageist attitudes and practices;
- ensure that, in providing its services, it identifies and addresses the specific needs of different age groups, particularly older people and children;
- seek to employ a mixed-age workforce that includes older and younger people;
- where circumstances permit, support employees who wish to work beyond the mandatory retirement age of 65, in order to retain their knowledge, skills and experience in a manner which benefits both parties;
- ensure that allegations of discrimination and harassment on the grounds of age are investigated thoroughly, speedily and with sensitivity.

Developing a scheme

7. Our work in producing a scheme was led by a project team with participation drawn from our Executive Management Team and managers across the organisation. The work was led by a project lead and managed by a project manager.

8. Our first step in producing a scheme was a screening process carried out by the project team.

9. We asked the head of each directorate or department to detail their processes.

10. This was screened by the project team in partnership with the directorate / department head. The project team:

- identified which functions were more relevant than others to meeting the general duties and to eliminating discrimination generally;
- prioritised those functions;
- identified those areas of work already undertaken and in the workplans of directorates and departments in the coming financial year which support the aims of the equality and diversity scheme;
- identified initial action points; and
- identified where further consultation – both internal and external – might be desirable.

Arrangements for training of employees, council members and partners

11. Early on in the development of the scheme, the members of the project team, and our Executive Management Team received training in equality and diversity issues.

12. We have also held training in equality and diversity issues for council members and for some of the 'partners' who carry out work on our behalf.

13. We have started a rolling programme of training in equality and diversity issues for existing and new employees.

Collection of demographic data

14. An important ongoing action point identified in the scheme is the collection of demographic data.

15. In April 2007, we began collecting demographic data from witnesses and registrants involved in our fitness to practise process. This involved sending an equality monitoring form to complainants

and registrants at an early stage in the course of dealing with a complaint.

16. We already collect demographic information from applicants for employment and new employees and will continue to do so. We currently collect the following information:

- Gender
- Age
- Disability
- Race/ Ethnicity

We currently collect the following demographic information about registrants:

- Gender
- Age
- Nationality

17. In order to be sure that it is necessary to collect additional information, we plan to take a pragmatic approach, before deciding whether it is necessary to collect further data.

18. As detailed in the action points, we will first ask our Finance and Resources Committee to consider an analysis of the demographic data we hold for applicants and employees.

19. We will then ask our fitness to practise committees to consider an analysis of the data collected in the first year from registrants and complainants involved in our fitness to practise process.

20. Analysing this data will help us understand how our processes are working and potentially reveal further steps we could take to mitigate or eliminate any adverse impact.

21. Following this we will decide whether we need to consider extending our data collection to the general registrant population. This could include adding a monitoring form to all new application forms and, potentially, considering whether we should begin to collect data from existing registrants.

Consultation and involvement

22. We have used the following methods to contact and involve organisations and individuals in the development of the scheme.

Employee involvement

23. Heads of directorates and departments were involved in putting together the scheme, in addition to the members of the project team.

24. We also established an internal working group of ten employees. This comprised of nine volunteers drawn from across the organisation, and a member of the project team. The composition of the internal working group broadly represents the diversity of employees.

25. The internal working group will perform an important role in helping to fulfil the action points in the scheme.

26. For example, the internal working group have begun work by starting to impact assess human resources / partners policies.

27. Early drafts of the scheme were also considered by the middle management group (comprising of representatives drawn from each department) and the executive management team.

28. We will also consult with the wider employee population where appropriate. We routinely consult with employees when we make amendments to human resources policies.

External consultation and involvement

29. We intend to take a pragmatic and targeted approach to external consultation and involvement. We will identify where further consultation or involvement is necessary. In doing so we will consider whether consultation would be proportionate to the importance of the process and the extent of the possible or perceived adverse impact identified.

30. In the scheme, there are a number of action points which involve seeking external input on specific tasks. For example, we say that we will continue to involve outside individuals and organisations in reviewing our publications and in reviewing the accessibility of our offices.

31. At the end of the lifetime of the scheme, we will review the effectiveness of this approach. This might include considering whether a different approach to achieving external involvement is necessary.

Ongoing monitoring of action points and equality duties

32. Each individual department will be responsible for meeting the action points detailed in the scheme. Monitoring of the action plan will be undertaken by the project lead and project manager, with the project team.

33. As detailed in the action points, departmental work plans will now include an equality impact assessment to ensure that the equality implications of ongoing work are considered. These assessments will be considered by the project team on a periodic basis to ensure that all implications are considered and accounted for.

34. Our ongoing monitoring will consider not only whether any new or existing policies and processes have a negative impact on any group, but also whether there are opportunities for achieving a more positive impact.

35. Other ways of monitoring our progress are detailed in the action points, including regular scrutiny of information by our Council and Committees. For example, we say that our Finance and Resources Committee should consider demographic information collected from employees and applicants each year and further actions may arise from this consideration.

36. This scheme will run for three years. We will publish progress reports each year. These will be scrutinised by our Council prior to publication.

Further information

37. We would welcome any questions or feedback about our scheme.

38. If you have any questions or comments please contact us:

Equality and Diversity
Health Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU

Email: policy@hpc-uk.org
Tel: 0207 840 97815

Department/ Directorate	Completion date
<p>Human Resources (HR) / Partners</p> <p>Functions:</p> <p>Our Human Resources department is responsible for:</p> <ul style="list-style-type: none"> • Recruitment • Training • Implementing or updating HR policies • Absence Management • Employee relations • Advising the Remuneration Committee <p>Recent, existing and ongoing practice</p> <ul style="list-style-type: none"> • We have taken steps to ensure that our selection process is fair and free from discrimination by ensuring that interview panels do not have access to personal information when short listing. • We have completed a review of our employee handbook to ensure that equality and diversity legislation is accounted for prior to publication of the scheme. <p>Action points</p> <ul style="list-style-type: none"> • We will implement a rolling programme of reviewing HR policies on a regular basis, in consultation with the equality and diversity internal working group, middle management team and employees. • We will review our practices around employment of disabled employees, particularly around adjustments following a recruitment decision, in consultation with employees. • As part of the information and consulting regulations, we will recruit HR representatives drawn from the diversity of the employee population. They will act as a link between HR and employees. 	<p>Ongoing.</p> <p>Part of the above</p> <p>July 2008</p>

Department/ Directorate	Completion date
<p>Action points (continued):</p> <ul style="list-style-type: none"> • We will conduct an employee attitude survey to find out what our employees like and dislike about HR practices in the organisation. • We will explore the feasibility of working towards obtaining the 'two ticks' symbol which denotes organisations that are positive about disability. • We will review the complaints and appeals processes for partners, including updating the guidance for appeals panel members to include guidance on equality and diversity issues relevant to their role. • We will analyse and monitor the data we collect for human resources purposes and produce a report each year for our finance and resources committee. 	<p>April 2008</p> <p>To end of 2010</p> <p>April 2008</p> <p>November 2007 and ongoing</p>

Department/ Directorate	Completion Date
<p>Facilities</p> <p>Functions:</p> <p>The Facilities department is responsible for:</p> <ul style="list-style-type: none"> • Buildings and facilities • Mail • Reception • Catering • Security <p>Existing, Recent and ongoing practice:</p> <ul style="list-style-type: none"> • We commissioned an accessibility audit in 2006. We have made the following changes in line with the audit: <ul style="list-style-type: none"> ○ we have improved the signage at our offices ○ we have changed the handrails to the entrance of our offices ○ we have added high visibility nosings and contoured floor coverings at the top and bottom of the steps leading to the entrance of our offices <p>Action points:</p> <ul style="list-style-type: none"> • We will explore making the following improvements to our facilities: <ul style="list-style-type: none"> ○ induction loops in the council chamber and reception area ○ audio description in the lifts • We will review our progress against the accessibility audit conducted in 2006 and present the findings, and our recommendations for future plans, to our Finance and Resources Committee. 	<p>Installation is planned by end of 2008</p> <p>Viability of proposal explored by end of 2009, with present aim for completion by end of 2011.</p> <p>By end of 2008</p>

Department/ Directorate	Completion Date
Action points (continued): <ul style="list-style-type: none"><li data-bbox="289 310 959 451">• We will ensure that employees working on reception receive training on our arrangements for assisting people with disabled people who are visiting our offices.	Ongoing

Department/ Directorate	Completion date
<p>Communications</p> <p>Functions:</p> <p>The functions of the Communications department are:</p> <ul style="list-style-type: none"> • Media and campaigns • Events • Public Affairs • Publications • Internal communications • The internet <p>Recent, existing and ongoing practice:</p> <ul style="list-style-type: none"> • We worked with the Fitness to Practise department to review two brochures – ‘How to make a complaint about a health professional’ and ‘What happens if a complaint is made about me?’ The publications benefited from the input of people with communication disabilities and we used this feedback to improve the accessibility of the style and content. • We recently produced a ‘house style’ guide which will guide employees in producing publications. This will ensure that the language and layout of publications is accessible and consistent. • We revised our visual identity and this was essentially aimed at making our publications more accessible. In carrying out this work, we benefited from the input of disability organisations. <p>Action points:</p> <ul style="list-style-type: none"> • We will continue to seek the input of groups representing disabled people and other groups when reviewing the style, text and accessibility of our publications. • We will seek the input of our stakeholders on equality and diversity issues in our opinion polling to be commissioned in Autumn 2007. 	<p>Ongoing</p> <p>November 2007</p>

Department/ Directorate	Completion date
<ul style="list-style-type: none"> • We will add to all our publications so that it is clear that all our publications are available in alternative formats (e.g. Braille). 	Ongoing
<ul style="list-style-type: none"> • We will review the layout and content of our website to ensure that it is as accessible as possible. This will include publishing key publications on our website in a range of different languages. 	March 2008
<ul style="list-style-type: none"> • We will continue to participate in the Joint Regulators Public Patient Involvement (PPI) group which aims to develop consistent ways in which regulators can ensure the wider involvement of patients and the public in their work. 	Ongoing
<ul style="list-style-type: none"> • We will publish our brochure 'How to make a complaint about a health professional' on our website in a number of different languages. 	End of 2008

Directorate/ Department	Action points
<p>Policy and Standards</p> <p>Functions:</p> <p>The Policy and Standards department is responsible for:</p> <ul style="list-style-type: none"> • assisting the Council in developing strategy and policy; • assisting the Council in setting and reviewing standards; • assisting the Council in drafting guidance; • supporting Professional Liaison Groups (PLGs); • managing consultations; • managing the new professions, or ‘aspirant groups’ process; • liaising with the Council for Healthcare Regulatory Excellence (CHRE) on their annual performance review; and • ensuring consistency of approach across all HPC departments. <p>Existing, recent and ongoing practice</p> <ul style="list-style-type: none"> • We sought the input of patient groups in our recent review of our standards of conduct, performance and ethics. • When we reviewed our standards of proficiency we considered the code of practice produced by the Disability Rights Commission for qualifications bodies. • We have recently published guidance for education providers and for applicants and potential applicants to approved courses about health, disability and registration. <p>Action points</p> <ul style="list-style-type: none"> • We will review our consultation process to ensure that the ways in which we consult are appropriate, accessible and reach a broad audience. The outcomes of our review will be considered by our Council. 	<p>April 2008</p>

Directorate/ Department	Action points
<p>Action points (continued):</p> <ul style="list-style-type: none"> • We will undertake a piece of work, seeking the input of disabled people and of education providers, to assess the impact and effectiveness of our guidance for disabled people, education providers and doctors – ‘A disabled person’s guide to becoming a health professional’ and ‘Information about the health reference’. • As part of our work in implementing the ‘Healthcare Professionals Crossing Borders Agreement’ we will examine using translation services to improve our accessibility for members of the public who do not speak English. • We will work with our Education department to produce a position statement / guidance in light of recent age discrimination legislation. This will describe how this affects education providers and our role in approving courses. • We will consider equality and diversity implications when we review our returners to practice requirements. • We will work with our communications department to produce a Welsh language Scheme. • On an ongoing basis, and, formally by the end of the currency of this scheme, we will review our approach on consultation and involvement of external organisations and individuals on issues with relevance to equality and diversity. 	<p>2009/10 financial year</p> <p>January 2008</p> <p>January 2008</p> <p>Review begun 2010/11 financial year</p> <p>2008/09 financial year</p> <p>Ongoing and by end of 2010</p>

Department/ Directorate	Completion date
<p>Fitness to Practise</p> <p>Functions:</p> <p>The main functions of the Fitness to Practise department are:</p> <ul style="list-style-type: none"> • Investigation of complaints about registrants • Adjudication of cases • Case management • Registration appeals • Setting hearings • Protection of title and health and character cases <p>Existing, recent and ongoing practice:</p> <ul style="list-style-type: none"> • We have changed the standard of acceptance for allegations so that we can, in some circumstances, take complaints by telephone. This will assist complainants who are less able to make a complaint in writing. • We have reviewed our complaints leaflets, in conjunction with the communications department. <p>Action points:</p> <ul style="list-style-type: none"> • We will review our practice notes (which provide guidance to panel members) in light of the changes to equality legislation. In particular, we will revise the practice note on equal treatment. • We will produce a new practice note on disability to ensure that panels are informed about the law and requirements about reasonable adjustments. • We will continue to train our fitness to practise partners in issues pertinent to ensuring a fair hearing, including equality and diversity issues and we will evaluate the effectiveness of this. • We will collect demographic data from registrants involved in fitness to practise proceedings and from complainants. We will analyse this data and present the findings to our three fitness to practise committees. 	<p>Ongoing</p> <p>March 2008</p> <p>Legal Assessors will be trained in equality and diversity issues in January 2008</p> <p>April 2008</p>

Department/ Directorate	Completion date
<p>Action points (continued):</p> <ul style="list-style-type: none"> • We will review the way in which we schedule hearings to ensure that we identify and accommodate any additional needs at an early stage. • We will establish a policy around the handling and purchasing of religious books . 	<p>February 2008 and ongoing</p> <p>January 2008</p>

Department/Directorate	Completion date
<p data-bbox="245 243 781 279">Education: Approvals and Monitoring</p> <p data-bbox="245 312 399 348">Functions:</p> <p data-bbox="245 382 932 453">The main functions of the Education: Approvals and Monitoring department are:</p> <ul data-bbox="290 487 971 663" style="list-style-type: none"> <li data-bbox="290 487 971 590">• Visiting education providers to assess their programmes against the standards of education and training and training. <li data-bbox="290 594 824 663">• Managing the annual monitoring and major/minor changes processes. <p data-bbox="245 697 789 732">Existing, recent and ongoing practice:</p> <ul data-bbox="290 766 932 1184" style="list-style-type: none"> <li data-bbox="290 766 932 1045">• Awareness of equality and diversity issues is imbedded throughout our standards of education and training. In particular, we have specific requirements for education providers and placement providers to have equal opportunities and anti-discrimination policies and to offer sufficient pastoral support to students. <li data-bbox="290 1079 919 1184">• We routinely take into account the needs of visitors, education providers and employees when we arrange approvals visits. <p data-bbox="245 1218 440 1253">Action points</p> <ul data-bbox="290 1287 946 1843" style="list-style-type: none"> <li data-bbox="290 1287 946 1463">• We will work with the Communications department to formally review our publications against the house style as part of our rolling programme of reviewing our processes and publications. <li data-bbox="290 1530 943 1602">• We will work with the partner manager to train visitors on equality and diversity issues. <li data-bbox="290 1640 935 1843">• We will work with the policy and standards department to produce a position statement / guidance in light of recent age discrimination legislation. This will describe how this affects education providers and our role in approving courses. 	<p data-bbox="997 1287 1268 1497">Ongoing - Annual monitoring and approvals publications reviewed in 2008/09 financial year</p> <p data-bbox="997 1530 1219 1602">From December 2008</p> <p data-bbox="997 1635 1182 1671">January 2008</p>

Department/Directorate	Completion date
<p>Secretariat</p> <p>Functions</p> <ul style="list-style-type: none"> • Support the Council and committees, ensuring that these have the governance structures, the administrative support, and the resources needed to deliver the HPC strategy. • Organisational lead on matters relating to implementation of the Freedom of Information and the Data Protection Acts. <p>Existing, recent and ongoing practice</p> <ul style="list-style-type: none"> • Recruitment campaigns for new Council members aim to target a diverse range of candidates. • Council and committee papers provided in different formats if requested. • Consideration given to accessibility of external venues. • Feedback forms provided for Council members to assist the Secretariat in providing for their needs. <p>Action points</p> <ul style="list-style-type: none"> • Continuing consideration will be given to methods of ensuring that Council members are recruited from a diverse range of backgrounds. • The Secretariat will work with the Communications Department to further develop the format of Council papers to ensure that these are accessible to all groups. • All new Council members will receive equality and diversity training. 	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

Department/Directorate	Completion date
<p>Information Technology</p> <p>Functions</p> <ul style="list-style-type: none"> • Back Office systems • Network and security systems • IT projects • Information services <p>Existing, recent and ongoing practice</p> <ul style="list-style-type: none"> • Adjustments researched and offered to employees with particular needs on an individual basis. <p>Action points</p> <p>There are no specific action points for the Information Technology department. However, the department is likely to play an important role in the delivery of action points in other areas (e.g. in collection, storage and analysis of demographic data).</p>	

Department/Directorate	Completion date
<p>Registrations</p> <p>Functions:</p> <p>The registrations department is responsible for:</p> <ul style="list-style-type: none"> • Processing applications for registration from UK, international and grandparenting applicants. • Answering queries from applicants. • Processing applications for readmission to the register and for renewal. • Changes of address and other registration administration. • Answering queries from registrants. <p>Existing, recent and ongoing practice:</p> <ul style="list-style-type: none"> • We revised our application forms and guidance notes to make sure that they were accurate, easy to follow and written in easy to understand English. <p>Action points:</p> <p>There are no specific action points for the registrations department. However, a number of the action points elsewhere, particularly in relation to alternative formats, are likely to benefit this area as well.</p>	

Department/Directorate	Completion date
<p>Finance</p> <p>The main functions of the finance department are:</p> <ul style="list-style-type: none"> • Management and financial accounting • Accounts payable • Banking • Suppliers <p>Action points</p> <ul style="list-style-type: none"> • We review our fees every two years. When we review our fees, we will consider the equality and diversity implications of our existing fees, and any proposed new fees, drawing on the existing data we hold. For example, we might consider whether our readmission fee has a disproportionate impact on certain groups rather than others. • We will explore the possibility of making equality and diversity requirements of suppliers during our tender process. This will include considering practices in other organisations. 	<p>Ongoing</p> <p>2008/09 financial year</p>

Department/Directorate	Completion date
<p>All</p> <ul style="list-style-type: none"> • We will analyse the demographic data we hold and consider whether we need to collect further data. In particular we will: <ul style="list-style-type: none"> - present an analysis of the demographic data collected as part of human resources practice to our finances and resources committee. - present an analysis of the demographic data collected as part of our fitness to practise process. - make further decisions about whether to collect further data, and, if so, what that data should be. • Each directorate/ department will include an equality impact assessment in their yearly workplans. The workplans set out the planned work for that department in the coming financial year. These will be periodically reviewed by the project team. • We will begin a rolling programme of training for all employees, partners and council members on equality and diversity issues. 	<p>November 2007</p> <p>April 2008</p> <p>Ongoing – from April 2008</p> <p>Ongoing</p> <p>Ongoing</p>