

Board meeting
Public minutes of the meeting
15 September 2021



Approved Minutes of the Board meeting, 15 September 2021

Present

Caroline Corby (Chair)
Alan Clamp (Chief Executive)
Renata Drinkwater (RD)
Moi Ali (MA)
Frances Done (FD)
Antony Townsend (AT)
Tom Frawley (TF)
Marcus Longley (ML)

In Attendance

Christine Braithwaite
Mark Stobbs
Jane Carey
Graham Mockler
Douglas Bilton
Marija Hume
Daisy Blench
Dinah Godfree
Melanie Venables
Colette Byrne
Dan Scott
Louise Rigg (Secretariat & minute taker)
Melanie Hueser (Secretariat)

Observers

As indicated below.

1. Welcome and Introductions & Declarations of Interest

- 1.1 The Chair welcomed everyone to the first hybrid Board meeting which included members of staff and external observers; Anna Rafferty (HCPC), Tom Matthews (GMC), Justine Hart (DHSC), Terry Koranteng (NMC), Steve Wright (PSA), Collette Byrne (PSA), Daisy Blench (PSA), Dinah Godfree (PSA), Dan Scott (PSA), Melanie Venables (PSA).
- 1.2 There were no declarations of interest.

2. Apologies

- 2.1 There were no apologies received.

3. Minutes of meeting held on 21 July

- 3.1 The minutes of the last Board meeting held on 21 July 2021 were accepted as a true and correct record and approved.
- 3.2 Board Member (AT) asked for a revision to point 5.6; that the wording be changed to 'the Board asked about the EDI focus'. This was noted and approved by the Chair.

Action: Amend the July Board minutes.

4. **Actions and Matters Arising from the meeting on 21 July 2021**

- 4.1 The Chair wished to remind the Board of the diary dates of the 28 and 29 September in which workshops are being run on social care (part of a policy forum workshop) and social work respectively.
- 4.2 All other action points were either in progress or complete.

5. **Chair's report**

- 5.1 The Board noted the response given by the Authority to the KPMG review and thanked staff for their efforts in contributing to the document. The Chief Executive confirmed the final revision of the report would be circulated this week.

Action: KPMG response to be circulated

- 5.2 The Chair had been into the office for the first time last week, since taking on the role and since pandemic restrictions have been lifted enough for her to do so.
- 5.3 The Chair has met with the new Nursing and Midwifery (NMC) Chair, Sir David Warren. Sir David takes over from Acting Chair Karen Cox.
- 5.4 The Chair will meet with General Medical Council (GMC) Acting Chair Professor Dame Carrie MacEwan.
- 5.5 The Chair and Chief Executive confirmed that from May 2022 the Authority plans to start holding some Board meetings in the rest of the UK, alongside opportunities for stakeholder engagement.

Action: A proposal for Board meetings held in other countries would be brought to the November 2021 Board meeting.

6. **Executive report**

- 6.1 The Chief Executive introduced the paper.
- 6.2 The Board noted that the Authority were in the second week of the new working arrangements, with most staff attending the office for a minimum of two days each week.

Action: More detailed feedback on return-to-work arrangements would be brought to the November 2021 Board meeting.

- 6.3 The Chief Executive had met with KPMG last week, with discussions largely reflecting the survey they had sent around. Another meeting will follow by early November where KPMG will be able to feedback the key themes that have emerged.
- 6.4 The Chief Executive confirmed that in the past week much work had been done to revise the Risk Register. The full document would be brought to the November 2021 Board meeting.

Action: Risk Register brought to the November Board meeting.

- 6.5 The Director of Scrutiny and Quality informed the Board that some of the regulators were increasing their resources to deal with the case backlog caused by the Covid-19 pandemic and an increased caseload was expected for the

autumn and early 2022. At present section 29 cases were still quiet. Revisions to the Performance Review approach are ongoing.

- 6.6 The Director of Standards and Policy confirmed that her team had received early drafts from the DHSC on legislation for the General Medical Council (GMC).
- 6.7 The Director of Corporate Services confirmed that an offer had been made and accepted for an EDI consultant. They would commence their post at the end of this month. There had been no successful application for the HR and Governance post, so it would be readvertised through an agency.
- 6.8 The Director of Corporate Services confirmed that work on the Cloud roadmap was continuing and that a second opinion had been sought from Mazars on Littlefish's proposals.
- 6.9 Board member (TF) queried whether the increase in complaints to the regulators was a cause of concern. The Director of Scrutiny and Quality informed the members that no specific issues had been identified so far.
- 6.10 The Executive Team noted the request from Board member (MA) to rename the EDI work something other than 'project' to give clarification that it was ongoing work that involved the entire organisation.
- 6.11 The Board member (MA) informed the Board she had met with the Scottish Ombudsman and asked the Authority to consider a joined up and proactive approach to complaints being made across the countries. Board member (MA) asked for assurance that complaint backlogs at the NMC would be cleared and that patients' safety would not be put in jeopardy.
- 6.12 The Director of Scrutiny and Quality confirmed that he was aware of the complaint backlog and would look at the relevant Regulators as part of their Performance Reviews next year.
- 6.13 The Chair, Board and Executive team agreed that work could and should be done on some general protocols and behaviours to maximise public confidence when dealing with the backlog of complaints.
Action: The Director of Scrutiny will take a closer look at the ways in which the Authority can engage with the regulators and their backlog of complaints.
- 6.14 Board member (FD) requested whether the Board could see the work being completed on '20 years of the Professional Standards Authority.' The Chief Executive confirmed that the Board would be invited to comment on the draft paper within the next month.
- 6.15 The Assistant Director, Standards and Policy confirmed work was ongoing with colleagues from the Ministry of Justice to discuss regulatory policy work in health and care and how it might apply to assurance mechanisms for the probation workforce.
- 6.16 Board member (RD) queried how the emerging working patterns would be taken into consideration for the new office space requirements. The Chief Executive confirmed that this was already being taken into consideration and will be reflected in the report for the November Board meeting. Some of the options that had initially been considered too small will be looked at again.

- 6.17 Board member (RD) queried whether the budget would allow for the cost of a Stakeholder relationship management system (SRM). The Director of Standards and Policy shared that a demonstration of the system the Legal Services Board were using would be scheduled soon and the team was comparing the cost for the different options to evaluate their value for money. Work will also be undertaken to evaluate whether the existing systems could be improved sufficiently to make purchasing for an SRM unnecessary.

7. Finance report

- 7.1 The Director of Corporate Services presented the paper and reminded the Board this was the position the Authority were in as of 31 July. There is a predicted deficit for year-end of £43k. The year-to-date position shows a surplus of £7k due to the cash flow position.
- 7.2 The Chair of the Finance Committee confirmed that the new report format was much clearer.
- 7.3 The Board noted the report.

8. Committee reports

- 8.1 The Chair of the Finance Committee and the Scrutiny Committees asked the Board to note the papers. Good progress had been made on key areas. The pensions review was one of the upcoming significant items. Committee effectiveness reviews will be submitted to the Board by the end of the financial year.
- 8.2 The Board agreed to add a review of the academic conference discussion to the November Board agenda, which will consider the costs and benefits of the conference, any alternatives, and all relevant financial information.
- Action:** The Board to discuss the academic conference at the November Board meeting.
- 8.3 The Board noted the reports.

9. EDI update

- 9.1 The Director of Scrutiny and Quality confirmed that all three candidates who had been interviewed for the consultant position were of high calibre. The post has been offered and the candidate will commence in post at the end of September.
- 9.2 The Board felt that the aim should be to embed EDI in all parts of the Authority and its work.
- 9.3 The Board noted it was a real challenge to demonstrate our leadership in this area and it would be vital to articulate our message and demonstrate where we are at in comparison to the Regulators.
- Action:** MS to bring EDI action plans with timetables to the November Board meeting.

10. Any other business

10.1 The Chair asked the Board to begin thinking about ways in which we can use the Authority's 20th anniversary to support the delivery of our business objectives.

Action: The Board to discuss ideas for maximising opportunities arising from the Authority's 20-year anniversary.

11. Questions from Members of the Public

11.1 There were no questions from observers.

11.2 The Chair thanked the observers for their interest in the Authority.

12. Private session of the Board

12.1 The Board went into the private session of the meeting.



Signed by Chair

Date 17/11/21

Board meeting

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Action Log

In Progress Overdue Delayed Complete

Mtg. Date	Item No.	Action point	Owner	Date required	Action progress	Status
21 July 2021	5.4	Organise meetings with the Health Ombudsmen of the Devolved Administrations	AC	TBC	Complete	
21 July 2021	8.8	EDI action plans with timetables for the November Board meeting	MS	17 November 2021	On the agenda	
15 September 2021	3.2	Amend the July Board minutes	MH	24 September 2021	Complete	
15 September 2021	5.1	KPMG report to be circulated	DB	17 September 2021	Complete	
15 September 2021	5.5	A proposal for Board meetings held in other countries would be brought to the November 2021 Board meeting.	AC	17 November 2021	On the agenda	
15 September 2021	6.3	Detailed feedback on return-to-work arrangements would be brought to the November 2021 Board meeting.	JC	17 November 2021	On the agenda	
15 September 2021	6.4	Risk Register to be brought to the November 2021 Board meeting.	AC	17 November 2021	On the agenda	
15 September 2021	6.14	The Director of Scrutiny and Quality would take a closer look at the ways in which the Authority can engage with the Regulators and their backlog of complaints.	MS	TBC	On the risk register	

15 September 2021	8.2	The Board to discuss the academic conference at the November Board meeting.	AC	17 November 2021	On the agenda	
15 September 2021	10.1	The Board to discuss ideas for maximising opportunities provided by the Authority's 20-year anniversary.	Board	17 November 2021	To be discussed as AOB at 17 November private session	