



HCPC Draft Corporate Strategy 2021-2026

Foreword



Christine Elliott
Chair



John Barwick
Chief Executive

HCPC regulates 214,000 registrants across 15 healthcare professions, working with the professions and others to set and reach our regulatory standards to provide healthcare the public can access safely and with confidence.

Our aim is to build a regulator that these and other professions would want to be regulated by; a regulator of choice.

A critical first step has been our Change Plan, which has fast tracked improvements to the way we work, putting us on a firm footing as an effective multi-profession regulator.

Our new Corporate Strategy embeds those improvements to take us forward for the next five years. It is a strategy that is co-created with our stakeholders, listening to those across the regions and professions, and working collaboratively with professional bodies.

At the heart of our mission is to uphold the highest standards in the professions we regulate so that we protect the public and inspire their confidence. Our strategy sets out an approach that is more empathetic and ultimately will be more effective in ensuring the very best outcomes.

Tested by the pandemic, HCPC has made huge strides, collaborating with others to solve problems at pace. In the worst of times we saw the best of HCPC.

While of course the future remains uncertain, this strategy provides a clear direction for the years ahead, underpinned by our values and a commitment to promote the best health and care services across the whole of the UK.

Christine Elliott

John Barwick



Meeting the challenges ahead

Our statutory objective of public protection is clear, but there are many challenges ahead as we continue to deal with the effects of the COVID-19 pandemic.

In meeting these challenges we also need to take the opportunities that are presented, to support significant numbers of new registrants wishing to join allied health, health science and practitioner psychologist professions.

We must ensure that we learn the lessons of the COVID-19 crisis, that our regulatory processes support the development of services, enable high quality practice and do not put in place unnecessary burdens or hurdles.

The ongoing impact of COVID-19

Our registrants continue to play an essential role in the control of the virus and the provision of treatment and care for those affected by COVID-19. This work will continue for some time. As steps are taken to return to business as usual – the new ‘usual’ – we too will continue to reflect and act on our learning from this period.

A workforce to meet the challenges ahead

We are encouraged by the NHS People Plan’s proposals to support and develop the professions we regulate. We welcome measures announced in the four nations, to fund clinical placements as well as

commitments to additional undergraduate places. These measures will help encourage more people to take up careers in the professions we regulate.

A regulatory framework fit for the future

We welcome the Government’s call for us to focus on the rules and regulations which people across the NHS and social care feel should be amended or removed. We will play our full part in this work and we hope the Government will make a new regulatory framework one of its highest priorities.

Equality, diversity and fairness

We are committed to ensuring equality and fairness in all our processes. We recognise the necessary balance between protecting the public and fairness to the healthcare professional and all those involved in the process. It also means we consider equality, diversity and inclusion in all our internal processes.

The UK’s global outlook

The end of transition period with the EU and the negotiation of new trade agreements with other countries, means that we could see a shift in the geography of applicants and an increase or decline in international applications. We need to ensure our registration processes continue to support these changing demands.

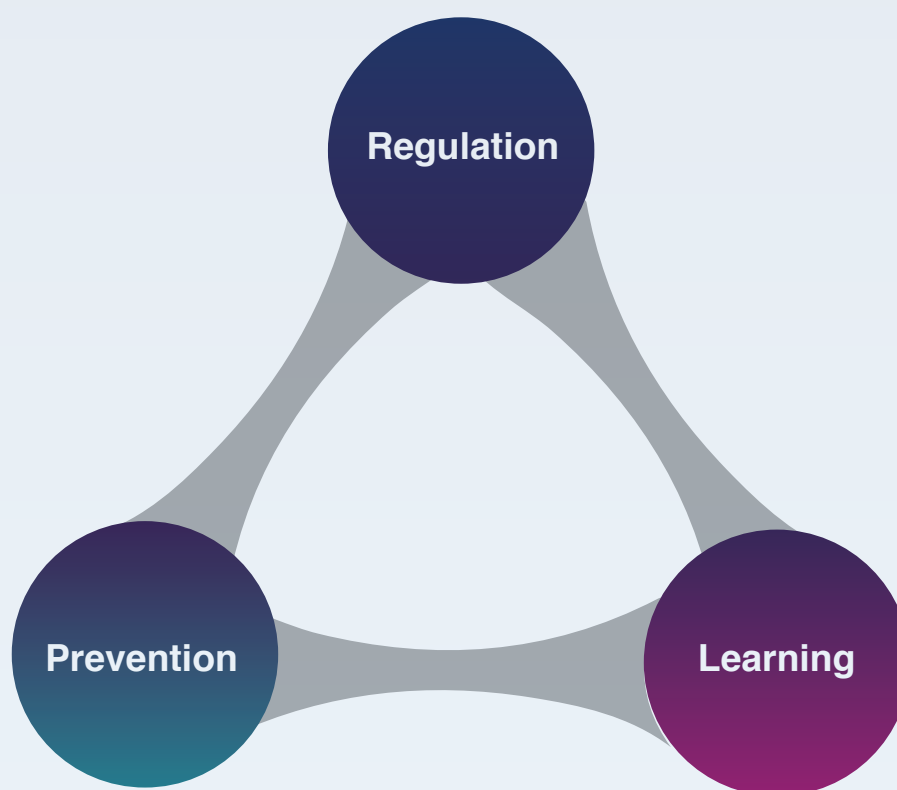
Our Vision

To be the UK's foremost healthcare multi-profession regulator

Our Purpose

To uphold the highest standards in the professions we regulate so that we protect the public and inspire their confidence

Core activities



Regulation

- Maintain and publish an accurate register
- Set appropriate standards
- Quality assure education and training programmes
- Respond proportionality to Fitness to Practice concerns, taking action to protect the public

Learning

- We use our data and learning from our stakeholders to provide insight into risks which inform our regulatory approach and decision making
- We use what we know from our own learning, and that of others, to promote positive and inclusive professional working environments

Prevention

- We use our knowledge to support quality in professional practice by articulating our standards and helping registrants overcome barriers

Our values



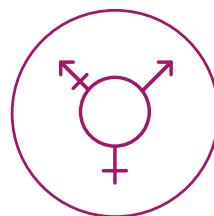
Fair

being honest,
open and
transparent



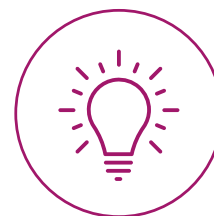
Compassionate

treating people with
respect, empathy
and care



Inclusive

collaborating with
others and valuing
diversity



Enterprising

being resourceful
and creative, seeking
opportunities to innovate
and drive efficiency

We will

- ✓ Work with our stakeholders to understand and respond to their needs
- ✓ Actively listen to diverse groups including those who may not traditionally have a strong voice
- ✓ Be empathetic in our dealings with registrants, complainants and witnesses
- ✓ Work collaboratively with others to ensure joined up effective regulation
- ✓ Contribute and adapt to reflect regional, national and profession differences
- ✓ Use our data and evidence, and that of our stakeholders, to inform our decision making
- ✓ Be an excellent employer

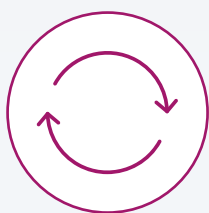
We will deliver

- ✓ Effective regulation which reflects best practice
- ✓ An excellent user experience
- ✓ Well-informed standards, guidance and regulatory processes that enable registrants to adapt to changes in healthcare
- ✓ Preventative regulation using data, research and analysis to address the conditions that may contribute to instances of service user harm
- ✓ Guidance and resources that support quality in professional practice
- ✓ Regulation that adapts to public needs

Our strategies



To deliver HCPC's core work to protect the public and deliver effective regulation, we have developed six strategies, the aims for those areas of work and where expect to be at the end of the five year strategy period in 2026.



Continuously improve and innovate



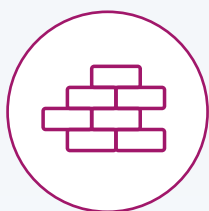
Promote and role model high quality professional practice



Develop insight and exert influence



Be visible, engaged and informed

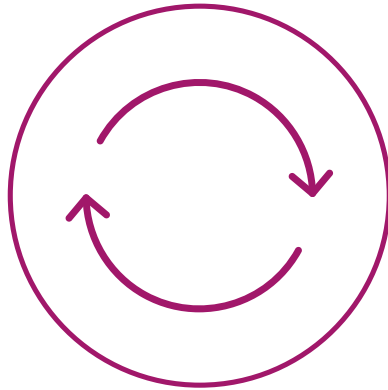


Build a resilient, healthy, capable and sustainable organisation



Promoting the value of regulation

Our strategies



Continuously improve and innovate

Aim

To improve our performance against benchmarks of good regulation and to innovate across all our regulatory functions to provide a enhanced user experience

Where we expect to be by 2026

We will have met and sustained our performance against PSA standards of good regulation.

We will be recognised as a beacon of good practice, regulatory leadership and innovation

We will have implemented a digital strategy which provides easily accessible processes and a positive user experience for those interacting with us.

Our standards, guidance and processes reflect changes in approaches to education and the delivery of care



Promote high quality professional practice

Aim

Enable our professions to meet our standards so they are able to adapt to changes in health and care practice delivery, preventing harm to service users

Where we expect to be by 2026

Our regulatory standards, policies and guidance help our registrants adapt to the changing needs of people using health and care services

Our approach to continuing professional development improves professionalism and reduces the incidences of serious fitness to practise concerns

Through collaboration with professional bodies and other stakeholders we develop guidance on our standards that supports professional practice, and are easily accessible and tailored to the needs of the individual professions we regulate

Our strategies



Develop insight and exert influence

Aim

Learning from data and research to inform decision making and share insights to protect, promote and maintain the health, safety and well-being of the public

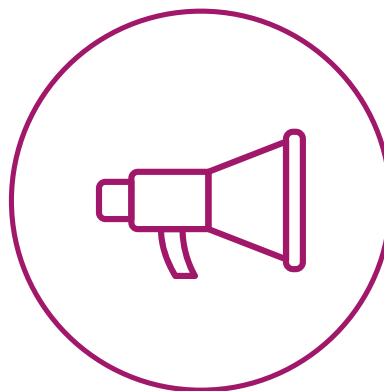
Where we expect to be by 2026

We use our data, and that of others, to proactively identify risks, to support professions and influence wider policy development including making the case for bringing in other professions to statutory regulation

We use data and insight to support better workforce planning and wider service improvement

Our data is accurate, accessible and useful

Our stakeholders see us as a leading voice in multi-profession regulation, providing evidence based contributions on professional standards and public protection



Be visible, engaged and informed

Aim

We regulate and take decisions which are informed by a deep understanding of the environment within which our registrants, employers and education providers operate

Where we expect to be by 2026

We have effective mechanisms for engaging with, and listening to, all our key stakeholder groups, including diverse groups who may not traditionally have a strong voice

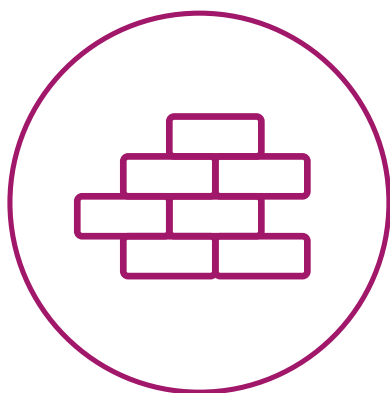
We champion the values of equality, diversity and inclusion in everything we do

We will be an active contributor to local/regional/national healthcare policy and practice development

We will be able to evaluate the impact of our work on different registrant groups and use this to inform our decision making

We will be responsive to those who contact us

Our strategies



Build a resilient, healthy, capable and sustainable organisation

Aim

Employees feel valued and supported, and fully able to contribute. The organisation is resilient and able to quickly adapt to changes in the external environment

Where we expect to be by 2026

The organisation continues to be financially sustainable, enabling us to invest in those areas of our operations which are most important to our stakeholders

We invest in our people, providing a caring environment with equal opportunities for colleagues to develop their skills. We will improve our recruitment and retention, building capability and ensuring that we have the right skills and competencies to drive our current and future performance

We will have a sustainability plan which will address how we work and environmental impacts in respect of office space, travel, procurement, energy and waste

Invested in systems and processes to improve our stakeholders' experience and drive efficiency



Promoting the value of regulation

Aim

The public, registrants, students and employers understand the value and importance of regulated health and care professionals

Where we expect to be by 2026

The public have a better understanding of the professions that we regulate and our role

The value of our register to the public, registrants and employers will be enhanced, with more accessible and useful information

We will have implemented a registrant health and well being strategy and action plan

Registrants' insights will be used to develop a more compassionate and person-centred Fitness to Practise process

We will promote positive and inclusive professional working environments



Next steps

We will now take a number of steps to develop, approve and implement this corporate strategy over the months and years ahead. This will also be informed by a short survey that accompanies this document.

August / September 2020

Preliminary engagement with key stakeholders on proposed strategies and themes

24 September 2020

Draft strategy presented to HCPC Council for consultation

28 September to 2 November 2020

Public consultation

3 December 2020

Outcomes of public consultation considered by HCPC Council

January 2021

2021 – 2026 Strategy published

March 2021

2021 – 2022 Corporate Plan published