



Ag Rialáil Gairmithe Sláinte
agus Cúraim Shóisialaigh

Regulating Health +
Social Care Professionals

Public Consultation Report

Development of CORU's Statement of Strategy 2013-2016

December 2013



Contents

About CORU	2
The Consultation Process	2
Publicising the consultation process	2
Overview of responses to consultation	3
Issues emerging	5
Conclusion	9
Appendix 1	10
Appendix 2	11
Appendix 3	12



About CORU

CORU is responsible for regulating health and social care professions. It comprises the Health and Social Care Professionals Council and the Registration Boards established under the Health and Social Care Professionals Act 2005 (as amended).

CORU's role is to protect the public by promoting high standards of professional conduct, professional education, training and competence amongst the designated professions. The designated professions under the Act are social workers, clinical biochemists, dietitians, medical scientists, occupational therapists, orthoptists, physiotherapists, podiatrists, psychologists, radiographers, social care workers and speech and language therapists.

The Consultation Process

Background

In Autumn 2013 CORU launched a public consultation seeking feedback on its Statement of Strategy 2013 – 2016.

This Statement of Strategy is intended to convey CORU's clarity of purpose, a shared understanding of the challenges facing the organisation, how CORU intends to meet those challenges and its relative priorities in doing so.

Publicising the Consultation Process

A public consultation was held between 27 September and 1 November 2013. A number of channels were used to publicise the consultation process and invite the submission of observations. These included:

- Information on the consultation and an on-line survey were developed and available on www.coru.ie
- An email with a link to this survey was sent to a targeted list of over 700 stakeholders, including the Professional Bodies, Trade Unions, educators and other interested parties who have previously corresponded with CORU.

People were invited to participate in the consultation process in a number of ways:

- They could visit www.coru.ie and choose to complete an online feedback form, to print a copy of the form and post it, or email it
- They could email submissions to consultation@coru.ie



Overview of responses to consultation

Source	Number of Respondents
Online feedback form	11
Post	10
TOTAL	21

Submissions were received on behalf of the following organisations:

- Association of Optometrists Ireland
- Department of Children, Youth and Family Affairs
- Dietitians Registration Board
- Federation of Ophthalmic and Dispensing Opticians (FODO) Ireland
- Health Service Executive
- Irish Association of Social Workers
- Irish Association of Speech and Language Therapists
- Irish Society of Chartered Physiotherapists
- Mental Health Reform
- Occupational Therapists Registration Board
- Pharmaceutical Society of Ireland
- Radiographers Registration Board
- Social Workers Registration Board
- Speech and Language Registration Board

Online Feedback Form

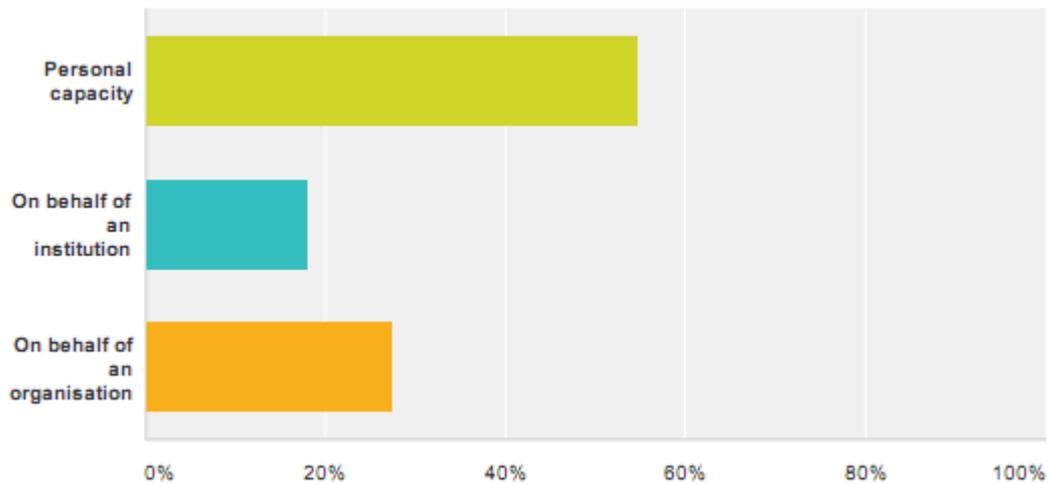
Respondents to the online survey were asked in question 2 to identify if they were offering feedback in a personal capacity, or on behalf of an institution or organisation. The following table and graph set out the detail of the classification of respondents.

Table 1 – Classification of Online Respondents

Classification of Online Respondents	Number of Online Respondents	% of Online Respondents
In a personal capacity	6	55
On behalf of an institution	2	18
On behalf of an organisation	3	27
TOTAL	11	100



Graph 1 – Classification of Respondents



The report presents the key findings from the consultation process followed by the decisions made in relation to the findings by the Council at CORU and a brief rationale for each decision.

Acknowledgements

CORU would like to extend our appreciation and thanks to all those that participated in the consultation process. The report from the consultation process was reviewed by the Council in December 2013 and the outcomes will be reflected in a revised Strategy 2013 – 2016 available on www.coru.ie.



Issues emerging from the consultation process

This section sets out a thematic summary of the responses made during the consultation. Please note that the references to “respondent” apply to those who submitted their views online or by post.

The content of the submissions received relate to the following areas:

- A:** Observations and suggestions highlighting CORU’s key role in protecting the public
- B:** Suggestions for additions/modifications to the strategy’s existing content
- C:** Suggestions to include additional themes and concepts in the strategy
- D:** General observations on the strategy.

In the following sections we elaborate on these areas of comment from respondents and set out CORU’s Response.

Section A

Observations and suggestions highlighting CORU’s key role in protecting the public

- A1 Most respondents highlighted CORU’s key role in protecting the public by enhancing safety and standards of service within the professions it regulates. Several respondents were of the view that the public at large should be identified as CORU’s partners and key stakeholders in the strategy document.**

Decision: CORU shares respondents’ views, and references to the public interest will be strengthened in the final draft, notably in the articulation of its operating values.

Respondents noted that CORU’s remit extends to all the settings in which its registrants practice, including both health and social care/support settings, and that this should be reflected in the wording of the strategy document, especially in its references to patients *and* service users.

Decision: CORU agrees, and will amend the document accordingly

- A3 CORU protects the public through promoting high standards of conduct in the registered professions. While some of these standards relate to technical safety and best practice, they also concern ethical standards of care, especially for vulnerable service users or patients. Respondents emphasised the importance of CORU’s role in protecting potentially vulnerable patients and service users, whether in their short-**



term and occasional dealings with health and social services, or during more long-tem, ongoing contact with them

Response: CORU shares respondents' views. Codes of Professional Conduct and Ethics, specific to each profession, have been developed by each Registration Board. These set out the standards of conduct, performance and ethics which members of that profession must adhere to throughout the course of their work.

A4 Two respondents suggested expanding the concept of “safety” to include “well-being” or “welfare” of patients and service users.

Decision: CORU agrees, and will amend the document to include “welfare” of patients and service users accordingly.

A5 Several respondents highlighted the need for CORU to become better known to the public as its role develops into the future, and also to be user-friendly and accessible.

Response: CORU agrees. It is vitally important that the organisations's role in public protection and safety is widely understood and trusted by the public at large. CORU's values set communication, accountability and transparency centre-stage in all its activities and operations.

A6 One respondent noted that, although the Health and Social Care Professionals Act, 2005 (as amended) refers to the fostering of “high” standards of professional conduct, CORU should aspire to ensuring that the professions within its remit operate to the “highest” standards, if it is to be consistent with the terminology in the strategy document.

Response: CORU's mandate is “to protect the public by promoting *high* standards of professional conduct and professional education, training and competence”. CORU continues to seek to ensure that the standards it promotes in relation to professional conduct, education, training and competence are informed by the latest advances in professional practice, and through regular engagement with leaders in the field.

Section B

Suggestions for additions / modifications to the strategy's existing content

There were a variety of suggestions for additions or modifications in the existing text, to make the document easier to read, to provide more clarity in relation to certain key aspects, or to emphasize their importance. These included:



B1 Include Key Performance Indicators and timelines for implementation of the strategy in the document.

Decision: Key Performance Indicators will be included in the final draft. Implementation of the strategy is supported by detailed annual business and operational plans

B2 Include a specific reference to the role of the Department of Children, Youth and Family Affairs (DCYA) as a major stakeholder, because of its importance in relation to social workers and social care workers.

Decision: CORU recognises that the Department of Health has a unique role as 'parent' department and funder of CORU's operations. Other Government Departments are also key partners and stakeholders and play a significant role in influencing and supporting CORU's aims and operations.

B3 Highlight the importance that CORU attaches to ensuring efficiency in its operations.

Response: Efficiency is a core value and is reflected in the Strategic Objectives.

B4 Condense the document and include further detail in internal corporate documents. Revise the layout for ease of reading.

Decision: The document will be edited with this suggestion in mind.

Section C

Suggestions to include additional themes and concepts in the strategy

CORU should have a role in workforce planning for the regulated professions (to be reflected in the strategy document).

Response: CORU's role and functions are set out in the Health & Social Care Professionals Act 2005 (as amended). While it does not have a specific role in relation to workforce planning, CORU works closely with the Department of Health. Furthermore the establishment of the registers has provided additional valuable information on workforce trends and issues.

CORU will provide the Department with relevant statistical information that will assist them in workforce planning.

C2 CORU's strategy should support the promotion of a culture of teamwork in service delivery in the health and social care environment, through provision of appropriate guidelines for the education of the regulated professions.



Response: CORU's mandate is to protect the public by promoting high standards of professional conduct and professional education, training and competence among registrants of the designated professions. Each Registration Board sets out the requirements and standards of proficiency for the education and training of the profession, and is charged with reviewing and updating them regularly. Teamwork is reflected in the Framework Criteria and Standards of Proficiency required for education and training of practitioners.

C3 CORU has a key role in engaging with academic institutions to encourage provision of qualifying courses for aspiring registrants that embody best academic practice.

Decision: Each Registration Board is responsible for setting the Criteria and Standards of Proficiency required for education and training of applicants for registration. Education and training providers must demonstrate that the programmes meet these standards. CORU will continue to consult and engage with stakeholders including the academic institutions in setting these criteria and standards.

C4 CORU itself, rather than each individual Registration Board, should have the overarching role with respect to the management and operation of Continuing Professional Development (CPD) across the regulated professions.

Response: The Health and Social Care Professionals Act 2005 (as amended) specifies that each Registration Board sets specific standards for CPD in respect of its registrants. Through its co-ordinating role, Council developed the CPD framework following consultation with the 14 professions.

C5 CORU should have a role in ensuring that employers meet their responsibilities to their employees, in facilitating CPD (by providing protected time) and in referring registrants to their professional body as the main provider of CPD.

Response: It is the responsibility of registrants to maintain their professional competence as stipulated by their Registration Board

Section D

General observations on the strategy for the attention of CORU



All respondents noted that the strategy was clear and easy to read. They welcomed the opportunity to comment on it, and make suggestions.

Response: CORU welcomes this feedback.

- D2 Several respondents agreed strongly with the identification and analysis of CORU's key challenges. Its heavy reliance on volunteerism was noted as was the need for it to continue to operate effectively within the current severe financial constraints. In relation to volunteerism some respondents referred to the voluntary nature of membership of CORU's various Boards, and expressed concern that this might:**
- **Limit participation to public sector employees, and/or**
 - **Impact on the quality of the work done.**

Response: CORU is very conscious of the high level of voluntary effort and commitment it receives from members of its Council and the Registration Boards. It works hard to facilitate the Council and the Boards to undertake their work as efficiently and effectively as possible.

- D3 Some respondents referred to the CPD frameworks as wide-ranging and complex, noting that registrants might have difficulty adapting to them at first, and could require considerable support.**

Response: While it is the responsibility of registrants to maintain their professional competence, CORU's overall approach is consultative and collaborative, and provides opportunities for issues and concerns to be identified and discussed.

Conclusion

The areas for consideration identified above in Sections A to D were considered by Council on 12 December 2013 and a number of the responses and decisions as detailed above were agreed and the required changes were made in the final Statement of Strategy submitted to the Minister for Health in January 2014.

CORU would like to thank all those who took the time to engage in the consultation process and to provide their insights and feedback. Public involvement in the development of CORU's corporate strategy is vital. By taking part, you are helping to shape the regulatory environment for health and social care professionals.

The revised Strategy will be available to view on www.coru.ie in 2014.



Appendix 1: Website Notice

CORU Draft Statement of Strategy Consultation – How can you have your say?

The Institute of Public Administration (IPA) has been retained by CORU to facilitate the development of its new corporate strategy for 2013 – 2016. The IPA consultants, Edwin Maguire and Marie Brady, have engaged with a range of stakeholders to date and have now prepared a Draft Statement of Strategy on which they now invite comment.

Your feedback is very important to us. A number of consultation questions have been prepared for your consideration when reviewing the draft Plan. We welcome responses to all of the questions as well as any additional comments that you would like to make.

Please note that CORU will be subject to the Freedom of Information (FOI) Acts and the statutory Code of Practice regarding FOI. For that reason, it would be helpful if you could explain to us if you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances.

The consultation will close on 1 November 2013.

Return completed questionnaire to Edwin Maguire, Institute of Public Administration, 57-61 Lansdowne Road, Ballsbridge, Dublin 4. Tele: (01) 2403678. Email us at: CORUdraftstrategy@ipa.ie.



Appendix 2: Email to Stakeholders

Good Afternoon,

CORU has been engaging with a range of stakeholders over the last few months in developing its new corporate strategy for 2013 – 2016. We are seeking to build on the progress to-date and provide direction for our future work.

This Statement of Strategy is intended to convey our clarity of purpose, a shared understanding of the challenges facing our organisation, how we intend to meet those challenges and our relative priorities in doing so.

To view the strategy click here: [CORU Corporate Strategy 2013 – 2016](#).

You can submit any feedback by filling out the online consultation form or emailing consultation@coru.ie. Click here to access the form.

A report outlining the consultation process will be published following consideration of all submissions.

The consultation process will close at 5:00pm on 7 November 2013. Any submissions received after this time and date will not be considered.

We apologise if you have received more than one email notice about this consultation. We aim to reach as wide an audience as possible and your name may appear on more than one of our contacts lists. If you do not wish to receive further updates from CORU at this email address, please email us at info@coru.ie and we will remove you from our list.



Appendix 3: Copy of Online Feedback Form

SECTION A – Details of Respondent (you do not need to provide your personal information if you would prefer not to)

Name:

Address:

Contact Details

Email:

Telephone:

Are you replying in a personal capacity or on behalf of an institution or organisation? Mark the box in the Table below with a ✓ to indicate the capacity of the respondent.

Personal capacity	
On behalf of an institution	
On behalf of an organisation	

If you are replying on behalf of an institution or organisation, please enter the name of this institution or organisation:

.....



SECTION B – Review and Comments on Draft Statement of Strategy

1. Is the document clear, well structured and easy to read? Please mark with a ✓ as appropriate.

Yes No

If “No” please comment

.....
.....
.....
.....
.....
.....

2. Do you think that CORU’s Vision, Mission, Values are appropriate and clear? Please mark with a ✓ as appropriate.

Yes No

If “No” please comment

.....
.....
.....
.....
.....
.....



.....
.....
.....
.....
.....
.....
.....

6. Are there any other comments you wish to make?

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

