



HCPC stakeholder perceptions survey – November 2021

About us

The National Community Hearing Association (NCHA) is the professional representative body for community hearing care professionals and retailers in the UK. We exist to improve safe hearing care for all and work with partners, policymakers and regulators to make this happen.

Our response

Which of the following HCPC stakeholders do you represent? *

- ☐ HCPC Registrant
- ☐ Education Provider
- ☐ Regulator
- ☒ Professional Body/Trade Union *
- ☐ Student
- ☐ Employer
- ☐ Service User Organisation
- ☐ Member of Public/Service User
- ☐ Professional representative association

1. About you.

To help us understand the perceptions and views of our different stakeholders we require some info about you and your protected characteristics, or your organisation.

In what country is your organisation primarily located? *

- ☒ England
- ☒ Scotland
- ☒ Wales
- ☒ Northern Ireland
- ☐ Ireland
- ☐ Channel Islands
- ☐ Overseas (Europe)
- ☐ Overseas (outside of Europe)

Which profession(s) do you represent? *

- ☐ Arts Therapists
- ☐ Biomedical Scientist
- ☐ Chiropodist / Podiatrist
- ☐ Clinical Scientist
- ☐ Dietitian
- ☒ Hearing Aid Dispenser
- ☐ Occupational Therapist
- ☐ Operating Department Practitioner
- ☐ Orthoptist
- ☐ Paramedics
- ☐ Physiotherapist
- ☐ Practitioner Psychologist
- ☐ Prosthetists / Orthotists
- ☐ Radiographer
- ☐ Speech & Language Therapist
- ☐ Prefer not to answer

How many members does your organisation have in total? *

- ☐ Under 500
- ☐ 501 - 1,000
- ☐ 1,001 - 2,000
- ☒ More than 2,001
- ☐ Prefer not to say
- ☐ Don't know

How many of your members are HCPC registrants? *

- ☐ 1 - 250
- ☐ 251 - 500
- ☐ 501 - 750
- ☐ 751 - 1,000
- ☒ More than 1,000
- ☐ Prefer not to say
- ☐ Don't Know

2. Confidence, Perceptions and Understanding of HCPC

It is important for us to understand how our stakeholders feel about us, how much you know about us and how much confidence you have in us as a multi-professional regulator.

How much, if anything, would you say you know about the Health and Care Professions Council (HCPC)? *

- ☐ A great deal
- ☒ A fair amount
- ☐ Not very much

☐ Nothing at all

How confident / unconfident do you feel overall in HCPC as an organisation? *

- ☐ Extremely confident
- ☐ Very confident
- ☒ Somewhat confident
- ☐ Not so confident
- ☐ Not at all confident
- ☐ Don't know

Thinking back 12 months ago, how confident / unconfident were you in HCPC as an organisation?

- ☐ Extremely confident
- ☐ Very confident
- ☒ Somewhat confident
- ☐ Not so confident
- ☐ Not at all confident
- ☐ Don't know

What are the first three words that come to mind when you think of the Health and Care Professions Council?

Word 1
Registration

Word 2
Fitness to practise

Word 3
Standards

3. Leading and influencing

HCPC is a multi-professional regulator, regulating over 290,000 health professionals from 15 different professions. Our aim is to be a high performing regulator which delivers forward looking regulation underpinned by strong data, collaboration and compassion. To achieve this aim, we need to be recognised as a beacon of good practice, regulatory leadership and innovation.

How strongly would you agree / disagree with the following statements: *

HCPC is the leading voice in multi-profession regulation (multi-profession means that we regulate a number of different health and care professions)

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree

- ☐ Strongly Disagree
- ☐ Don't know

HCPC is recognised as a beacon of good practice

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC is recognised a regulatory leader

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC is innovative

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

4. Visible, engaged and informed

An aim of our 2021-26 Corporate Strategy is to be an organisation that is visible, engaged, and informed, listening and engaging with all of our key stakeholder groups, including diverse and protected groups who may not traditionally have a voice.

Over the past 12 months how have you engaged with HCPC, if at all? *

- ☐ Attended face-to-face meetings
- ☐ Attended HCPC events
- ☐ Attended other conferences or events
- ☐ By telephone
- ☐ By email
- ☐ Read HCPC In Focus (the HCPC's e-newsletter)
- ☐ By post
- ☒ Read a press release
- ☒ Via the HCPC website

- ☐ Via social media (Facebook, Twitter, LinkedIn)
- ☐ Via HCPC's YouTube channel
- ☐ I have not engaged with the HCPC in the past 12 months
- ☐ Don't know
- ☐ Other (please specify):

HCPC strives to offer support and guidance to its stakeholders. How satisfied / unsatisfied have you been with the support and guidance you have received when engaging with HCPC? *

- ☐ Very satisfied
- ☐ Satisfied
- ☒ Neither satisfied nor unsatisfied
- ☐ Unsatisfied
- ☐ Very unsatisfied
- ☐ Don't know / not relevant

Thinking about your last engagement with HCPC, how strongly do you agree / disagree with the following statements? *

HCPC is approachable

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC is supportive

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC listens

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC is responsive

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC is engaged

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

5. Championing equality, diversity and inclusion

An aim of our Equality, Diversity and Inclusion Strategy is to be recognised as an actively anti-discriminatory organisation that upholds and promotes best practice in equality, diversity and inclusion and be active allies for change.

Thinking about HCPC as an organisation, how strongly do you agree / disagree with the following statements: *

HCPC is an actively anti-discriminatory organisation that upholds and promotes best practice in equality, diversity and inclusion and is an active ally for change.

- ☐ Strongly Agree
- ☒ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC's regulatory decision-making is fair and free from bias

- ☐ Strongly Agree
- ☒ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

HCPC's regulatory decision-making is proportionate

- ☐ Strongly Agree
- ☒ Agree

- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

To what extent are you confident that HCPC fulfils its obligations to make reasonable adjustments? (Reasonable adjustments are things that HCPC can do to ensure that, if you are a disabled person, you can access and use our services, for example providing information in large print or braille) *

- ☐ Extremely confident
- ☐ Very confident
- ☒ Somewhat confident
- ☐ Not so confident
- ☐ Not at all confident
- ☐ Don't know

6. HCPC Values

Our values are to be:

Fair – being honest, open and transparent

Compassionate – treating people with respect, empathy and care

Inclusive – collaborating with others and championing diversity

Enterprising – seeking opportunities to be creative and foster innovation to improve our performance

Thinking about HCPC as an organisation, how strongly do you agree / disagree with the following words or phrases as descriptors of HCPC:

Fair

- ☐ Strongly Agree
- ☒ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

Compassionate

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

Inclusive

- ☐ Strongly Agree
- ☒ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

Enterprising

- ☐ Strongly Agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Don't know

7. Final Thoughts

Do you have any other feedback for the HCPC that you believe could aid us in the future?

- ☐ No other feedback
- ☒ Yes (see comments box)

The National Community Hearing Association is the professional representative organisation for primary care audiology providers in the UK. Through our working links with other professions we also have experience of a range of other health regulators in the UK and Republic of Ireland and would judge the HCPC as being middle of the road, perhaps lacking the focus of sector specific regulators. On the few occasions when we have engaged with the fitness to practise process, we have found this lack of specific clinical knowledge more of a barrier than with other regulators.

That said, we do appreciate how difficult it is to engage with and inspire registrants especially across such a wide range of professions and we welcome the HCPC's commitments to keeping the costs of regulation as proportionate as possible (not always a feature of regulators).

We also welcome the fact that HCPC has published a forward-looking strategy to 2026 but feel this could be strengthened by more detail about how success will be measured, particularly for values and demonstrating continual improvement. We hope this feedback is helpful and would always be willing to meet with the HCPC on a regular basis as we used to do more often in the past under previous leadership teams. Our contact is David Hewlett, email david.hewlett@the-ncha.com