

**Action Plan prepared in response to recommendations contained in
*CHRE special report to the Minister of State for Health Services
on the Nursing and Midwifery Council***

Governance		Deadline
1	To ensure that the NMC has a clearly-stated mission statement, vision and set of organisational values that are developed through consultation and agreed by Council in September 2008. These will be communicated to staff, stakeholders and the public and will be embedded in NMC's policies, procedures and activities by the end of December 2008. They will underpin the cultural and organisational change which will be necessary for the effective implementation of this Action Plan.	Recommendations endorsed: 4 September 2008 Embedded: End December 2008
2	To put in place an induction programme for new Council members by 1 December 2008. The programme will include training on strategic and corporate responsibilities with an emphasis on the NMC Code of conduct for members and adherence to that Code.	1 December 2008
3	To review the existing governance framework taking into account the reforms to be implemented on 1 January 2009, to ensure that the framework, committee structure and all policies are fit for purpose. This will include a review of the NMC Code of conduct for members and the procedure for dealing with complaints against members. The new framework must be implemented in time for the new Council taking office on 1 January 2009. Where possible changes will be made ahead of 1 January 2009.	Framework implemented: 1 January 2009
4	To identify opportunities to improve the transparency of the decision-making processes and the quality of information available ahead of 1 January 2009 (including the provision of statistics and performance indicators on fitness to practise activities and other operational work).	1 January 2009

Fitness to Practise		Deadline
5	To benchmark the child protection training programme and the outcomes of child pornography cases against the performance of other health care regulators by 31 July 2008 and to report the outcome to the Appointments Board and the Practice Committees with any recommended action.	31 July 2008
6	To undertake a review of panellists' training needs and their induction training and to complete that review by 31 August 2008.	31 August 2008
7	<p>To conduct a fundamental review of the NMC's fitness to practise work including:</p> <ul style="list-style-type: none"> • Reviewing the resources available to fitness to practise to ensure that the resourcing level can support the NMC in achieving its objectives. Review to be completed and resources planned by end of August 2008. • Conducting a training needs analysis across the Fitness to Practise Directorate to ensure that staff have the appropriate skills. Training on communications issues to be delivered by the end of September 2008 and for any other needs by the end of March 2009. • Reviewing the processes and timelines in fitness to practise, identifying opportunities for improving service and shortening waiting periods. Review to be completed by the end of December 2008. • Reviewing correspondence and communications in fitness to practise to ensure that all communications are accurate, fit for purpose and meet customer service best practice standards. The NMC will also ensure that its correspondence meets the standards for Plain English by the end of December 2008. <p>Once each review has been completed, the NMC will to identify what action is necessary and agree an implementation plan.</p>	<p>Reviewing resources: End August 2008</p> <p>Training delivered – communications: End September 2008 Anything else: End March 2009</p> <p>Reviewing processes and timelines: End December 2008</p> <p>Correspondence to plain English standard: End December 2008</p>
8	To put in place an appraisal system for panellists by 1 January 2009. This will include ensuring that those sitting as 'due regard' panellists are able to demonstrate their knowledge of contemporary practice.	1 January 2009
9	To implement an interim electronic case management system in fitness to practise by 31 January 2009.	31 January 2009

Relationships with stakeholders		Deadline
10	To identify areas of concern for key stakeholders in relation to the CHRE report and to then develop and implement, by September 2008, a programme to provide them with the opportunity to actively engage with the NMC and with its primary purpose - safeguarding the health and wellbeing of the public.	September 2008
11	To develop a high level external communications and stakeholder relations strategy for the new Council by January 2009. The strategy will identify how the NMC should engage with its key stakeholders and how their views should be taken into account when developing policies and procedures to achieve the NMC's statutory objective. It will also identify how the NMC measures the impact of the strategy.	Strategy: 1 January 2009