Business Process Improvement: Mr Roy Dunn

1. Human resources
There are no changes to long term BPI resources.

2. Quality Management System (QMS) Quality Assurance, review meetings, internal audits and Near Miss Reports (NMR).
The HCPC Quality Assurance Group met to cover progress through existing reporting (Education, Fitness to Practice, Registration & BPI).

The internal audit schedule for 2017 – 18 is running, with the following areas being audited: Education, Secretariat Complaints & Customer Service (ISO10002) FTP (several teams in progress), Document Control in Publications.

Ad-hoc reports are added to the schedule as required by circumstances.

NMR's
No new Near Misses have been declared at the time of writing. A previously identified "issue" [Council Member National Insurance calculation] has been found not to be an issue and therefore no longer counts as a NMR.

3. QMS process updates
Some progress on planning the move of the Quality Management System to a new platform, as more detailed requirements and processes have been shared with the developer. Development costs are within budget. The cost of migrating the process documentation and associate document control records is still to be determined. This will be a manual process at least in part.
The IT department have managed to test extract most types of metadata for individual QMS processes that currently existing in the QMS. A manual Document control listing is still in use on the QMS.

An updated Document Control Process is being developed with Secretariat and Communications to produce an effective but unobtrusive set of meta data to appear in all footers for critical documents.

Minor changes to Finance - Procurement, and Finance-Transactions processes have been made. Minor changes to some FTP processes have been made to add clarity. Maintenance on the QMS continues, with some management system documents being enhanced to reflect ISO27001 & ISO 9001:2015 requirements. An early test example is illustrated in the footer below.

4. BSI audit
The ISO 9001:2008 audit took place on 9th & 10th October and two minor non conformances were found. One was around the lack of Document Control on a departmental checklist. The other was around lack of analysis of attendee feedback from external

events. Documentation for the new ISO 9001 standard is being updated and used to cover the areas of non conformance highlighted.

BSI also attended on the 23rd October to evaluate our readiness for moving to the ISO 9001:2015 standard. This is based on documentation mapping the new standard to our processes. Much of our exiting information can be repurposed. Interpretation of the new standard looks as if a level of opinion is required.

Next BSI audit and transition for ISO 9001:2015 (two days one auditor) is in May 9th & 10th, ISO 27001:2013 (five – six days) is in April 13th 16-20th 2018, this is a recertification visit. The ISO 10002:20014 two days audit & recertification is in February 2018.

5. Business continuity
Shadow Planner / Plan in your Pocket data continues to be refreshed. Partner email contact details have been added. We will look at adding mobile numbers for Partners in the next few months.

The Daisy Uxbridge site (used for office recovery) will be closed at the end of the current financial year. This site is leased by Daisy and is little used. It is likely to be redeveloped for housing.

BPI evaluated the alternate sites in the South East, Wapping, Romford, Sevenoaks, Farnborough, Newmarket. Wapping has been selected by EMT. The plans on Shadow Planner / Plan in your pocket will be refreshed with the new site details, travel arrangements etc. War box contents will need to be moved from Uxbridge to the new site in the coming weeks. A Business Continuity test will be arranged as soon as the plan has been updated with the new site.

Northern Line Extension.
The connection between the new tunnels and tracks is due to be carried out over the Christmas / New Year period, with little planned closure of the current Northern Line over the holiday period.

See https://consultations.tfl.gov.uk/nle/kennington-green/ for design information on the Kennington Green area.

6. Information security management
Information Security awareness activities. The new Information security training package will be from IT-Governance. The content is being finalised and initial testing of the two packages (employee and partner versions) has been completed. The employee version is being rolled out around 15th November.

The PCI-DSS project was closed recently, with the requirement for a PCI-DSS specific Incident Response Plan. This has been drafted and circulated. This will be incorporated into the ISO27001 system documentation. Suppliers involved in credit debit card payment fulfilment require specific handling under the PCI-DSS scheme, and this requirement has been documented in line with the ISO processes.

7. Information & data management
Assessment and destruction of older archive material: a mine visit is planned for the end of the month to assess material and audit before destruction proceeds.

The Registration department are examining the option of scanning new application material, placing on hold for three months, and then destroying hard copy when the scanned images have been attached to the application records on NetRegulate. Historic material where the content is poorly defined will need to be indexed as a minimum. Scanning may subsequently be required. Destruction of previously scanned content is awaiting budgetary release.

8. Reporting
The Crystal Reporting system performance is still a little concerning. The volume of data takes in excess of 7 hours to load from scratch each night. A data warehouse is likely to be a more robust long term approach when the new registration system is operational.

Various external bodies are asking for access to increasingly sensitive data to use in research. This will be carefully managed, NHS-Improvement have requested anonymised detail on registrants in England. They are attempting to determine workforce training requirements.

The number of Freedom of Information requests of a statistical nature is stable. Incoming and outgoing numbers of "European" registrants are being questioned by journalists.

9. Risk Register
The next iteration of the Enterprise Risk Register is published at this committee meeting.
The next iteration of the Social Work Risk Register is published at this committee meeting. No known changes to risks at present.