

# Performance Indicators

## Introduction

The majority of the Health Professions Council's Rules and Standards came into force on the 9<sup>th</sup> July 2003 and have now been operating for 22 weeks. These include for example, the Register and the Fitness to Practise Committees.

The HPC needs to measure, monitor and publish how it performs. This should not only include financial data but also operational and customer service information. This information is required for:

- The Executive to enable it to monitor and improve services
- The Council to discharge its corporate governance responsibilities
- HPC's stakeholders

It is therefore proposed that a number of Performance Indicators are established. A draft list is attached as an appendix to this paper. The indicators have been prepared using the following principles:

- i. They relate to either HPC's four key processes, Registration, Standards, Fitness to Practise and Communications or the four support functions of Finance, HR, IT or Secretariat.
- ii. They are measurable
- iii. They are meaningful

## Extending and revising the Performance Indicators

As HPC's remaining Rules and Standards are agreed it is proposed that respective Performance Indicators are established. For example, Standards of Education and Training, the Council election process and Continuing Professional Development (CPD). All indicators should also be periodically reviewed to ensure that they are still appropriate.

## Annual Reports

The Health Professions Council will therefore publish three annual reports. They are as follows:

- i. Annual Report and Accounts
- ii. Annual Report on the Performance Indicators
- iii. Annual Statistical Report on the efficiency and effectiveness of the Fitness to Practise Committees

It should be noted that once all registrants have been reregistered using the new registration forms the Register will be published in an electronic format. However, the exact geographical location of registrants will be removed.

**Decision**

The Council is requested to approve:

- i. The use of Performance Indicators.
- ii. The draft Performance Indicators or suggest alternatives.
- iii. That the Executive reports to the Council the results against the Performance Indicators on a monthly basis from 1<sup>st</sup> January 2004.
- iv. The publishing each month on the HPC web site of the results against the Performance Indicators.
- v. The publishing of an annual review of the Performance Indicators.
- vi. The review by the Council of the Performance Indicators by March 2004 for possible revision and adoption of new ones from 1<sup>st</sup> April 2004.

## **Draft Performance Indicators**

### **Registration**

#### **UK**

- All registration information to be entered into Register within 7 days of receipt.
- 85% of telephone calls to UK registration department to be answered within 5 rings.
- All Direct Debit assessments and registration certificates to be posted by dates specified in annual timetable.

### **International and Grandparenting**

- All applications to be acknowledged in writing and either entered into system or rejected due to incorrect submission, within 5 working days of receipt.
- Documents to be dispatched to assessors within 10 working days of receipt.
- All Registrant Partner Assessments to be returned to HPC within 30 days of dispatch by HPC.

### **Fitness to Practise**

- All Allegation letters to be acknowledged within 5 working days of receipt.
- Interim Suspension meetings to be held within two weeks of receipt by Legal Department.
- All Investigating Panels to be held within 40 working days of screening notification to Legal Department.
- Preliminary Private meeting of Conduct and Competence Panel or Health Panel to be held within one month of notification by Investigating Panel decision to Legal Department.

### **Education – (To be established once Rules & Standards agreed)**

- Standards of Proficiency
- Standards of Education and Training.
- Education Institutions Approval Process.
- CPD.

### **Communications**

- All panel decisions to be notified to key organisations within three working days.
- Hold at least four “Listening Events” each year.
- Annual Report and Accounts to be published by 15<sup>th</sup> July.
- All Customer Service letters to be acknowledged in writing within 10 working days.

### **Finance**

- Annual Budget to be approved by Finance and Resources Committee before 31<sup>st</sup> March.
- Annual Accounts to be available for audit by 30<sup>th</sup> April.
- Management Accounts to be prepared by 15<sup>th</sup> working day of each month.
- Payment of non-Partner suppliers to be made by end of month following invoice.

## **Human Resources**

- All public appointments to meet Commissioner for Public Appointments standards.
- All Partners to be trained within 3 months of appointment.
- All employees to be inducted within two weeks of joining HPC.

## **IT**

- Registration system (LISA) to be available for not less than 97% of normal working day (8.30 a.m. - 5.30 p.m.)
- Telephone system to be available for not not less than 98% of normal working day (8.30 a.m. - 5.30 p.m.).
- Access to the HPC Web site to be available for not less than 98%.

## **Secretariat**

- Council and Committee Agenda and papers to be dispatched not less than 7 working days before Council meeting.
- Minutes of Council and Committees to be approved by Chairman within 10 working days of receipt.
- All Council members to attend Induction Programme within three months of appointment.
- (Performance Indicators to be set for Council Election process).