

Council, 26 March 2014

Operations Report

Executive summary and recommendations

**Introduction**

This report sets out the main activities of the Operations Department since the last meeting of Council. It includes statistical information and highlights key work undertaken.

**Decision**

The Council is requested to discuss the document.

**Background information**

None

**Resource implications**

The resources for the Department are set out in the annual workplan and budget 2013–14.

**Financial implications**

None

**Appendices**

Operations Report

**Date of paper**

17 March 2014

# Operations Directorate Management Information Pack

Greg Ross-Sampson, Director of Operations  
March 2014

## 1. Executive Summary

### 1.1 UK Telephone Calls

The team received a total of 24,474 telephone calls, during the period from 1 January to 28 February 2014, which is 3,898 more calls when compared to the same period two years ago and represents a 19% increase in call volumes.

### 1.2 UK Applications

The team registered 1,747 UK applications, during the period from 1 January to 28 February 2014, which is 87 less when compared to the same period last year and represents a 5% decrease. A total of 16,560 UK applications have been registered this financial year which exceeds the forecasted end of year figure of 14,181 UK applications, indicated in the 'Registrant Number Forecast 2013 – 18, August 2013'.

### 1.3 International Applications

A total of 653 new applications were received, during the period from 1 January to 28 February 2014, which is 144 more when compared to the same period last year and represents a 28% increase in international application volumes. The team registered 411 applications which is 172 more when compared to the same period last year and represents a 72% increase.

### 1.4 Renewals

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast, which has reduced the number of paper renewal forms received.

### 1.1 Registrations

#### 1.1.1 UK Telephone Calls

The team received a total of 18,606 telephone calls, during the period from 1 November to 31 December 2013, which is 3,187 more calls when compared to the same period two years ago and represents a 21% increase in call volumes.

#### 1.1.2 UK Applications

The team registered 3,017 UK applications, during the period from 1 November to 31 December 2013, which is 254 more when compared to the same period last year and represents a 9% increase. A total of 14,813 UK applications have been registered this financial year which exceeds the forecasted end of year figure of 14,181 UK applications, indicated in the 'Registrant Number Forecast 2013 – 18, August 2013'.

#### 1.1.4 Renewals

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast, which has reduced the number of paper renewal forms received.

### 1.2 Project Management

#### 1.2.1 Project statuses

Of the six current projects four are progressing well and are on course to meet their schedules. Two projects are reporting as red and will not meet their schedules. One project is undergoing initiation.

### 1.3 Business Process Improvement

#### 1.3.1 Corporate Risk Register

Presented to Audit Committee in March

**1.3.2 ISO27001 & Business Continuity**

Risks have remapped to the new Information security standard and controls are being updated to the new ISO27001:2013 set, about to

start evaluating options for next financial years Information Security training.

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## 2. Registration Management: Richard Houghton

### 1. Operational Performance 1 January to 28 February 2014

#### a) Telephone Calls

**i) UK Telephone Calls** – During the period from 1 January to 28 February 2014 the team received a total of 24,474 telephone calls which is 3,898 more calls when compared to the same period two years ago and represents a 19% increase in call volumes. The team answered 93.5% of calls received compared to 96% during the same period two years ago.

**ii) International Telephone Calls** – During the period from 1 January to 28 February 2014 the team received a total of 1,336 telephone calls which is 68 less than the same period last year and represents a 5% decrease in call volumes. The team answered 96.5% of calls received compared to 91.5% during the same period last year.

#### b) Application Processing

**i) UK Applications** – A total of 1,746 new applications were received which is 73 less when compared to the same period last year and represents a 4% decrease in UK application volumes. The team registered 1,747 UK applications which is 87 less when compared to the same period last year and represents a 5% decrease. A total of 16,560 UK applications have been registered this financial year which exceeds the forecasted end of year figure of 14,181, indicated in the 'Registrant Number Forecast 2013 – 18, August 2013'. The team

processed 100% of UK applications within our service standard of ten working days.

The team processed 100% of readmission applications within our service standard of ten working days.

**ii) International Applications** – A total of 653 new applications were received which is 144 more when compared to the same period last year and represents a 28% increase in international application volumes. The team registered 411 applications which is 172 more when compared to the same period last year and represents a 72% increase.

**iii) Grandparenting Applications** – A total of one grandparenting applications were registered which is 20 less when compared to the same period last year. As at 28 February 2014 only 8 grandparenting applications were outstanding.

#### c) Emails

**i) UK Emails** – The team responded to approximately 175 emails per day which is 60 more when compared to the same period two years ago and represents a 52% increase in UK email volumes. The team responded to these on average within one day of receipt which meets our service standard of two working days response time and compares to two days response time, which is the performance achieved during the same period two years ago.

**ii) International Emails** – The team responded to approximately 11 emails per day which is the same amount when compared to the same period last year. The team responded to these on average within one day of receipt which meets our service standard of two working days response time and compares to two days response time, which is the performance achieved during the same period last year.

**d) Continuing Professional Development (CPD) Audit**

There were three CPD assessment days held during this period. CPD assessment days are scheduled to take place every two weeks up until July 2014.

**e) Registration Renewals**

At the start of December 2013 29,087 radiographers were invited to renew their registration with 97% successfully renewing appropriately and on time. This compares favourably with 2012 when 95.7% of radiographers renewed their registration. A total of 89.7% of radiographers renewed their registration using the online renewal system in 2014.

At the start of February 2014 48,959 physiotherapists were invited to renew their registration and registrants have until 30 April 2014 to complete their professional declaration and pay their fee. As at the 12 March 2014 59% of physiotherapists had renewed their registration.

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast which has reduced the number of paper renewal forms received.

**2. Resource**

**a) Employees**

The department operated within its budgeted headcount during this period.

**b) Partners**

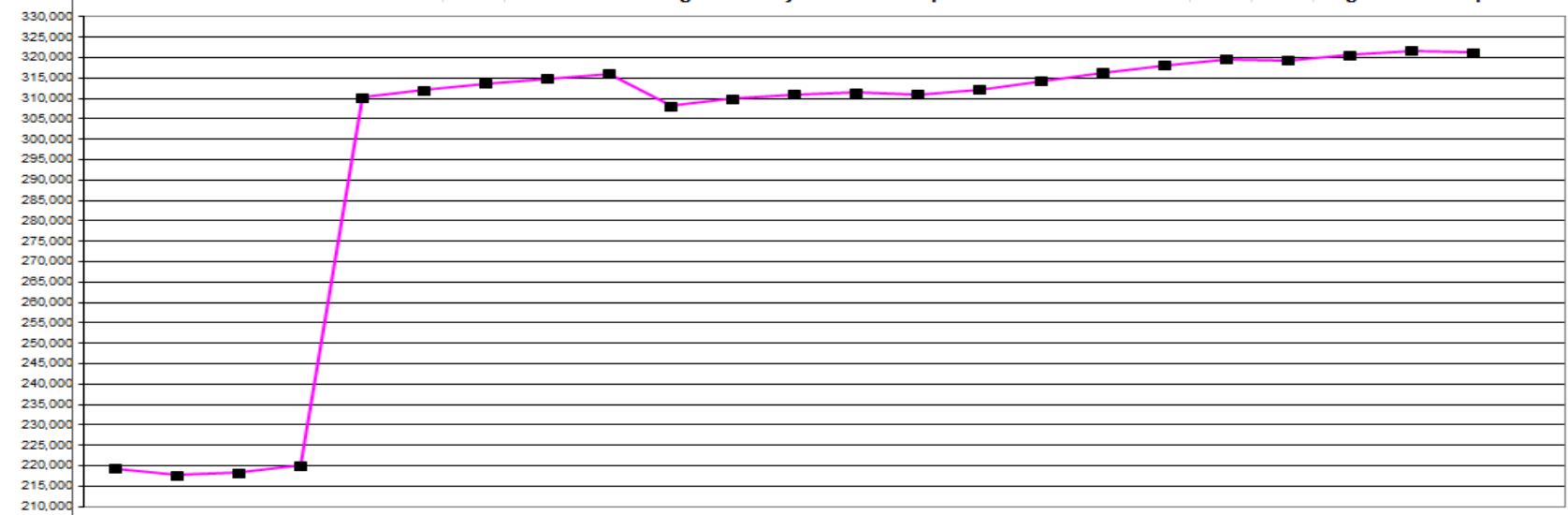
As at the 28 February 2014 the Department had 177 Registration Assessors and 89 CPD Assessors.

All Registration Assessors have been invited to attend refresher training during this financial year. Currently there are 45 Registration Assessors that have not been trained and they will be invited to training days arranged for May 2014.



### 2.3 Registration Management Statistics

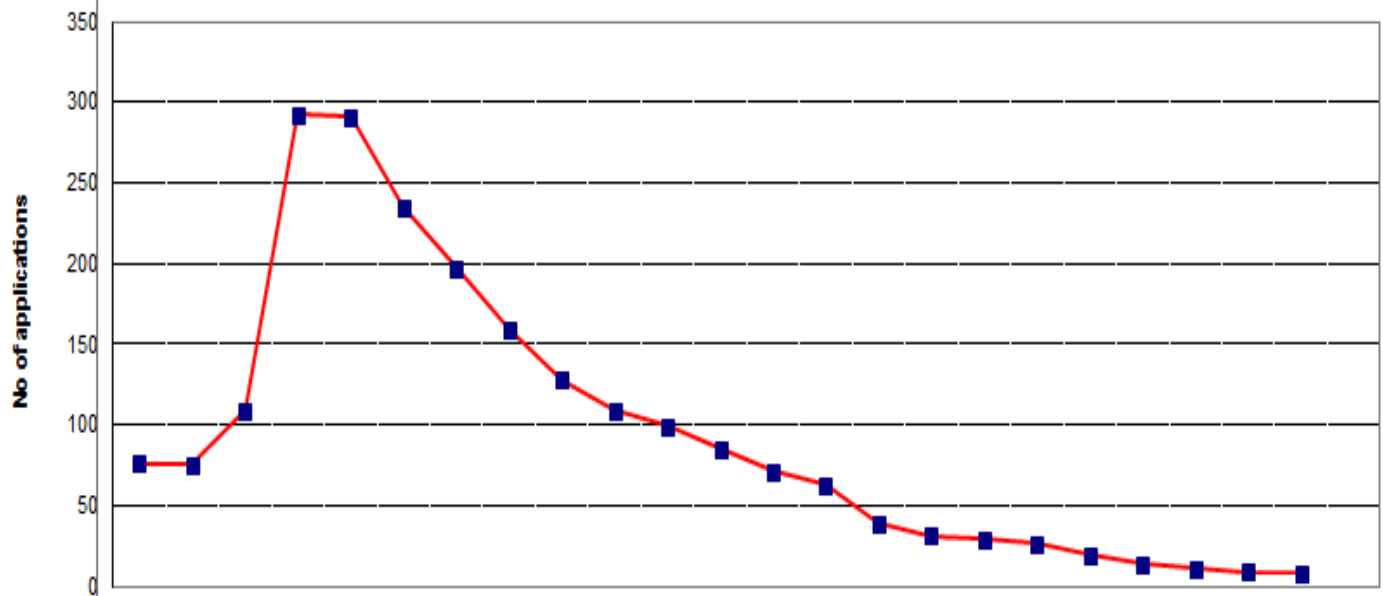
Health and Care Professions Council | Number of Registrants by Profession April 2012 - March 2014 | Registration Department



|              | 2012           |                |                | 2013           |                |                |                |                |                |                |                |                | 2014           |                |                |                |                |                |                |                |                | 2008/9         | 09/10          | 10/11 | 11/12          | 12/13          | 13/14          |                |                |                |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------|----------------|----------------|----------------|----------------|----------------|----------------|
|              | Apr            | May            | Jun            | Jul            | Aug            | Sep            | Oct            | Nov            | Dec            | Jan            | Feb            | Mar            | Apr            | May            | Jun            | Jul            | Aug            | Sep            | Oct            | Nov            | Dec            | Jan            | Feb            | Mar   | FYE            | FYE            | FYE            | FYE            | FYE            | YTD            |
| AS           | 3,127          | 2,893          | 2,914          | 2,967          | 3,039          | 3,072          | 3,102          | 3,126          | 3,154          | 3,158          | 3,173          | 3,185          | 3,199          | 3,203          | 3,215          | 3,230          | 3,267          | 3,320          | 3,385          | 3,414          | 3,429          | 3,443          | 3,447          | 2,576 | 2,785          | 2,900          | 3,121          | 3,185          | 3,447          |                |
| BS           | 21,886         | 21,904         | 21,925         | 21,988         | 22,115         | 22,183         | 22,217         | 22,237         | 22,311         | 22,325         | 22,376         | 22,402         | 22,390         | 22,404         | 22,433         | 22,506         | 22,620         | 22,571         | 22,479         | 21,510         | 21,676         | 21,777         | 21,828         |       | 22,381         | 21,834         | 22,626         | 21,886         | 22,402         | 21,828         |
| CH           | 13,000         | 12,963         | 12,943         | 13,005         | 12,554         | 12,662         | 12,705         | 12,728         | 12,734         | 12,726         | 12,743         | 12,754         | 12,747         | 12,748         | 12,790         | 12,881         | 12,965         | 13,003         | 13,038         | 13,052         | 13,058         | 13,033         | 13,038         |       | 12,581         | 12,837         | 12,737         | 13,005         | 12,754         | 13,038         |
| CS           | 4,679          | 4,725          | 4,728          | 4,735          | 4,754          | 4,749          | 4,755          | 4,779          | 4,792          | 4,800          | 4,816          | 4,847          | 4,884          | 4,907          | 4,933          | 4,932          | 4,924          | 4,879          | 4,781          | 4,828          | 4,855          | 4,868          | 4,884          |       | 4,405          | 4,444          | 4,622          | 4,665          | 4,847          | 4,884          |
| DT           | 7,789          | 7,776          | 7,777          | 7,579          | 7,731          | 7,784          | 7,820          | 7,836          | 7,838          | 7,853          | 7,868          | 7,890          | 7,921          | 7,930          | 7,975          | 8,101          | 8,213          | 8,263          | 8,302          | 8,332          | 8,342          | 8,351          | 8,359          |       | 6,700          | 7,160          | 7,323          | 7,782          | 7,830          | 8,359          |
| HAD          | 1,724          | 1,731          | 1,725          | 1,758          | 1,694          | 1,725          | 1,748          | 1,765          | 1,780          | 1,788          | 1,801          | 1,806          | 1,811          | 1,811          | 1,817          | 1,842          | 1,885          | 1,915          | 1,940          | 1,957          | 1,971          | 1,981          | 1,994          |       |                |                | 1,587          | 1,772          | 1,806          | 1,994          |
| OT           | 31,928         | 32,120         | 32,187         | 32,454         | 32,879         | 33,044         | 33,171         | 33,359         | 33,456         | 33,500         | 33,612         | 33,717         | 33,789         | 33,837         | 33,918         | 34,182         | 34,474         | 34,604         | 34,561         | 33,671         | 33,803         | 33,926         | 34,026         |       | 30,122         | 30,351         | 32,134         | 31,946         | 33,717         | 34,026         |
| ODP          | 10,329         | 10,366         | 10,378         | 11,001         | 11,089         | 11,303         | 11,424         | 11,438         | 11,468         | 11,188         | 11,217         | 11,246         | 11,276         | 11,297         | 11,306         | 11,309         | 11,376         | 11,573         | 11,786         | 11,828         | 11,853         | 11,866         | 11,861         |       | 9,587          | 10,085         | 10,314         | 10,329         | 11,246         | 11,861         |
| OR           | 1,286          | 1,284          | 1,282          | 1,291          | 1,313          | 1,316          | 1,322          | 1,324          | 1,327          | 1,321          | 1,327          | 1,329          | 1,328          | 1,326          | 1,315          | 1,315          | 1,272          | 1,287          | 1,300          | 1,310          | 1,312          | 1,317          | 1,316          |       | 1,278          | 1,260          | 1,303          | 1,286          | 1,329          | 1,316          |
| PA           | 17,935         | 17,997         | 18,032         | 18,162         | 18,340         | 18,661         | 18,883         | 19,014         | 19,116         | 19,153         | 19,289         | 19,373         | 19,428         | 19,489         | 19,516         | 19,553         | 19,229         | 19,473         | 19,790         | 19,889         | 19,960         | 20,010         | 20,055         |       | 15,019         | 15,766         | 16,785         | 17,913         | 19,373         | 20,055         |
| PH           | 46,479         | 44,514         | 44,785         | 45,402         | 45,908         | 46,125         | 46,332         | 46,450         | 46,592         | 46,592         | 46,708         | 46,842         | 46,853         | 47,009         | 47,197         | 47,701         | 48,249         | 48,462         | 48,601         | 48,802         | 48,875         | 48,973         | 48,942         |       | 42,676         | 44,651         | 45,002         | 46,516         | 46,842         | 48,942         |
| PYL          | 17,864         | 18,015         | 18,072         | 18,156         | 18,271         | 18,415         | 18,775         | 18,997         | 19,121         | 19,163         | 19,294         | 19,341         | 19,331         | 18,545         | 18,768         | 18,862         | 18,933         | 19,033         | 19,379         | 19,580         | 19,631         | 19,793         | 19,847         |       |                | 15,593         | 17,161         | 17,645         | 19,341         | 19,847         |
| PO           | 894            | 897            | 910            | 917            | 923            | 930            | 930            | 932            | 933            | 935            | 936            |                | 934            | 936            | 943            | 951            | 968            | 963            | 937            | 941            | 944            | 946            | 948            |       | 877            | 869            | 901            | 893            | 936            | 948            |
| RA           | 26,533         | 26,666         | 26,807         | 27,245         | 27,542         | 27,652         | 27,751         | 27,787         | 27,814         | 27,802         | 27,767         | 27,820         | 27,830         | 27,860         | 27,990         | 28,428         | 28,717         | 28,886         | 28,988         | 29,086         | 29,050         | 28,955         | 27,858         |       | 25,318         | 25,195         | 26,614         | 26,480         | 27,820         | 27,858         |
| SW*          |                |                |                |                | 88,474         | 88,678         | 88,992         | 89,225         | 89,722         | 81,944         | 83,005         | 83,421         | 83,584         | 83,653         | 83,925         | 84,325         | 85,060         | 85,635         | 86,603         | 87,230         | 87,871         | 88,474         | 88,754         |       |                |                |                |                | 83,421         | 88,754         |
| SL           | 13,175         | 13,214         | 13,253         | 13,390         | 13,608         | 13,660         | 13,776         | 13,876         | 13,918         | 13,951         | 14,003         | 14,033         | 14,061         | 14,076         | 14,082         | 14,111         | 14,213         | 14,194         | 13,767         | 13,888         | 13,944         | 14,016         | 14,056         |       | 12,169         | 12,371         | 13,086         | 13,173         | 14,033         | 14,056         |
| <b>Total</b> | <b>219,228</b> | <b>217,665</b> | <b>218,324</b> | <b>220,050</b> | <b>310,234</b> | <b>311,352</b> | <b>313,703</b> | <b>314,871</b> | <b>316,015</b> | <b>308,203</b> | <b>309,934</b> | <b>310,342</b> | <b>311,366</b> | <b>311,031</b> | <b>312,123</b> | <b>314,223</b> | <b>316,365</b> | <b>318,121</b> | <b>319,637</b> | <b>319,318</b> | <b>320,634</b> | <b>321,735</b> | <b>321,213</b> |       | <b>185,689</b> | <b>205,311</b> | <b>215,095</b> | <b>219,212</b> | <b>310,342</b> | <b>321,213</b> |

NOTE: Information captured last day of each calendar month \*Social worker section of register opened 1st Aug 2012 (covers England only)

Health and Care Professions Council Grandparent applications workflow process at end of each month April 2012 - March 2014 Registration Department

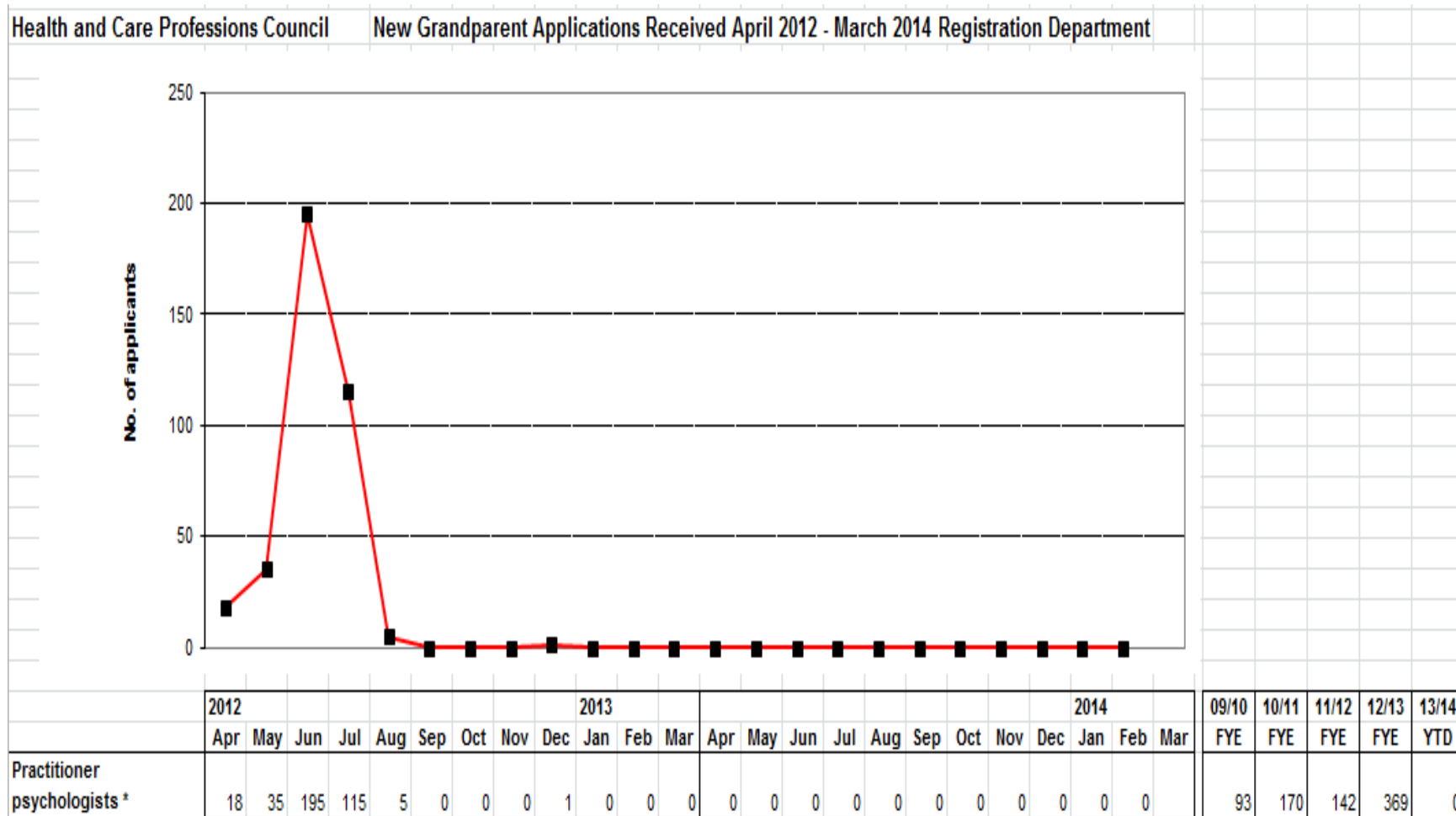


|                 | 2012      |           |            | 2013       |            |            |            |            |            |            |           |           | 2014      |           |           | 11/12     | 12/13     | 13/14     |           |           |           |          |          |           |                |                |                |
|-----------------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|----------------|----------------|----------------|
| Current status  | Apr       | May       | Jun        | Jul*       | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan      | Feb      | Mar       | FYE            | FYE            | YTD            |
| Minimum info    | 32        | 31        | 60         | 129        | 28         | 20         | 13         | 12         | 5          | 5          | 3         | 2         | 1         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0         | 4              | 28             | 0              |
| At scrutiny     | 39        | 39        | 45         | 153        | 247        | 182        | 162        | 135        | 107        | 93         | 80        | 64        | 47        | 40        | 31        | 28        | 26        | 22        | 16        | 11        | 8         | 5        | 6        | 28        | 112            | 22             |                |
| Pending reg fee | 5         | 5         | 4          | 10         | 16         | 33         | 22         | 12         | 16         | 11         | 16        | 19        | 23        | 22        | 8         | 3         | 3         | 4         | 3         | 3         | 3         | 4        | 2        | 5         | 14             | 7              |                |
| <b>Total</b>    | <b>76</b> | <b>75</b> | <b>109</b> | <b>292</b> | <b>291</b> | <b>235</b> | <b>197</b> | <b>159</b> | <b>128</b> | <b>109</b> | <b>99</b> | <b>85</b> | <b>71</b> | <b>63</b> | <b>39</b> | <b>31</b> | <b>29</b> | <b>26</b> | <b>19</b> | <b>14</b> | <b>11</b> | <b>9</b> | <b>8</b> | <b>37</b> | <b>155</b>     | <b>29</b>      |                |
|                 |           |           |            |            |            |            |            |            |            |            |           |           |           |           |           |           |           |           |           |           |           |          |          |           | <b>Average</b> | <b>Average</b> | <b>Average</b> |

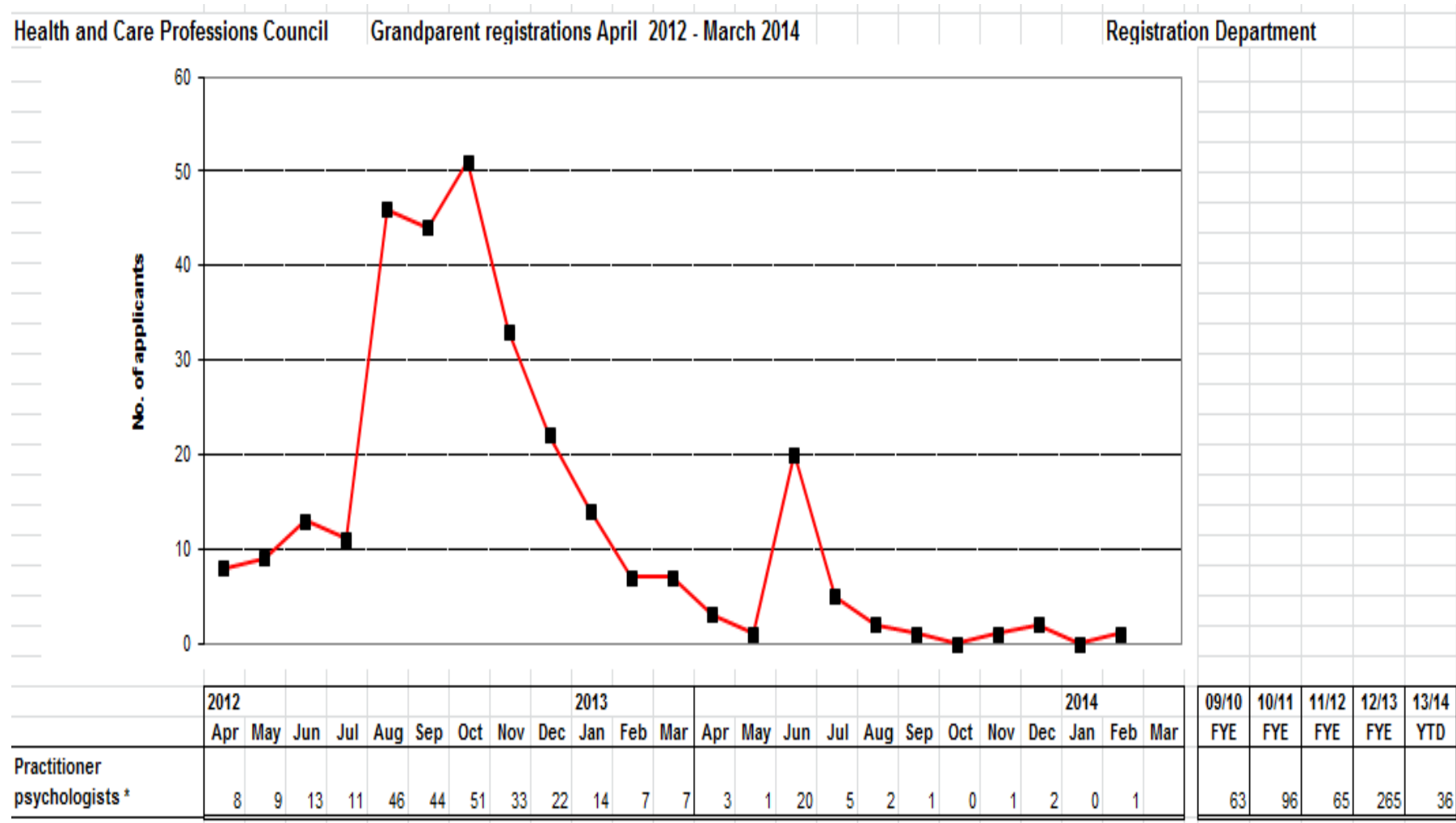
NOTE: Information covers grandparenting applications status progress only

Represents the current workload within the grandparenting section as at the end of the month

No new forms accepted after delivery of first post 2nd July 2012

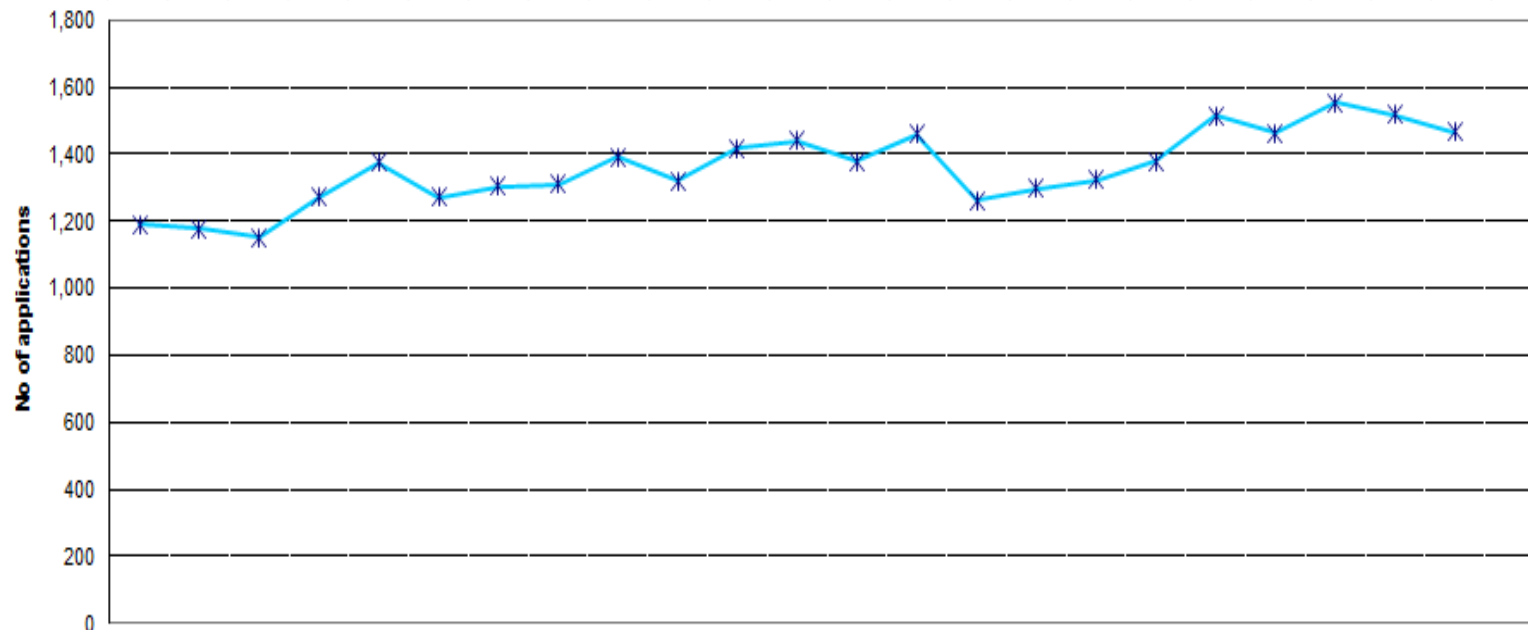


\* Practitioner psychologists section of register opened 1st July 2009  
 No new forms accepted after delivery of first post 2nd July 2012



\* Practitioner psychologists section of register opened 1st July 2009  
 No new forms accepted after delivery of first post 2nd July 2012

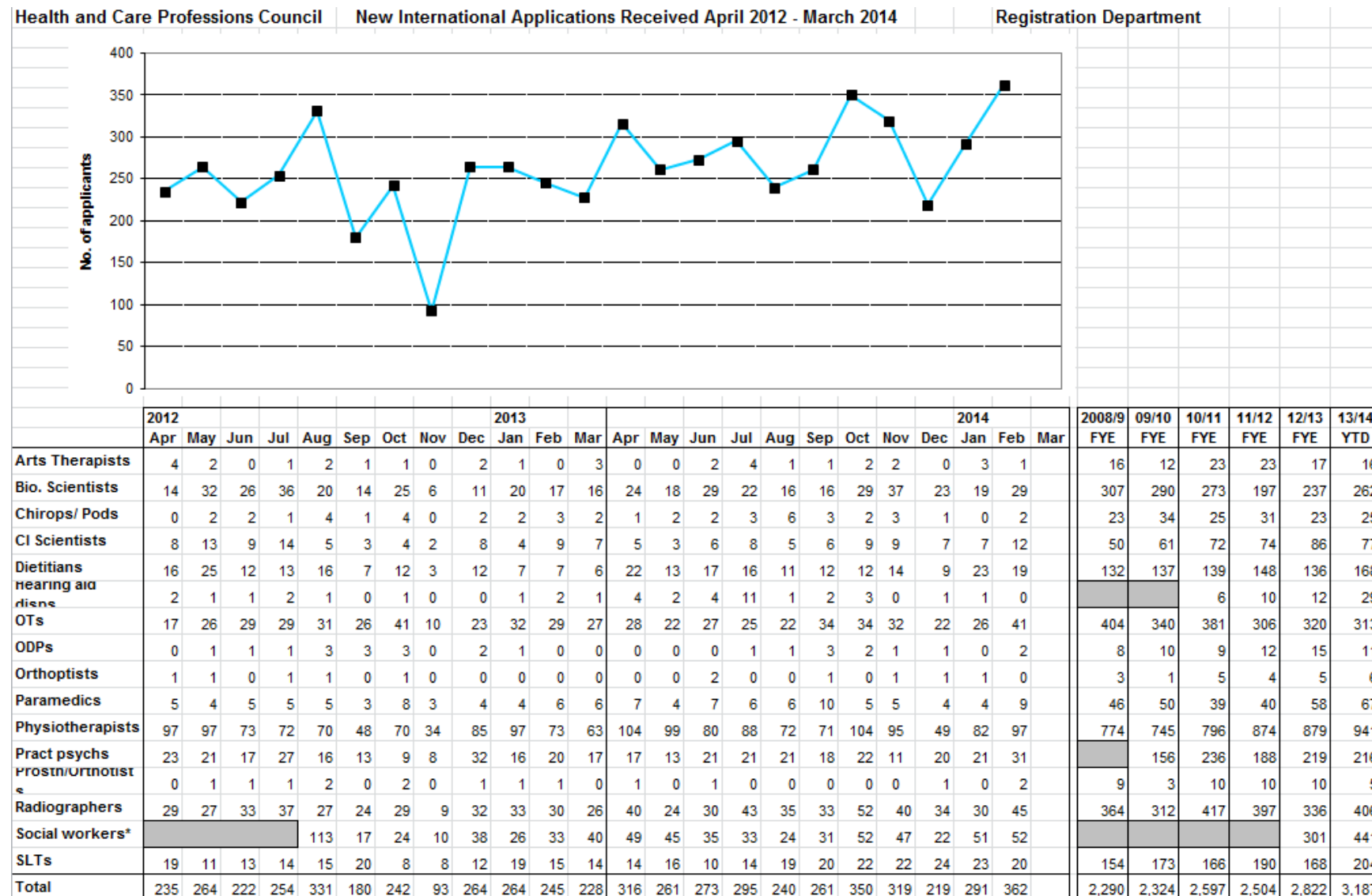
Health and Care Professions Council International applications workflow process at end of each month April 2012 - March 201 Registration Department



|                 | 2012         |              |              | 2013         |              |              |              |              |              |              |              |              | 2014         |              |              |              |              |              |              |              |              | 11/12        | 12/13        | 13/14 |            |              |              |                |
|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------|------------|--------------|--------------|----------------|
| Current status  | Apr          | May          | Jun          | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          | Jan          | Feb          | Mar          | Apr          | May          | Jun          | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          | Jan          | Feb          | Mar   | FYE        | FYE          | YTD          |                |
| Minimum info    | 358          | 399          | 304          | 392          | 316          | 318          | 347          | 365          | 382          | 352          | 357          | 406          | 301          | 355          | 200          | 279          | 286          | 365          | 201          | 139          | 263          | 258          | 168          |       | 74         | 358          | 256          |                |
| At scrutiny     | 586          | 572          | 616          | 661          | 827          | 684          | 730          | 748          | 783          | 732          | 798          | 736          | 782          | 830          | 784          | 768          | 777          | 741          | 1,000        | 984          | 937          | 894          | 869          |       | 490        | 706          | 851          |                |
| Pending reg fee | 246          | 206          | 231          | 218          | 232          | 268          | 228          | 198          | 226          | 236          | 261          | 298          | 295          | 275          | 279          | 249          | 259          | 272          | 314          | 338          | 353          | 366          | 428          |       | 187        | 237          | 312          |                |
| <b>Total</b>    | <b>1,190</b> | <b>1,177</b> | <b>1,151</b> | <b>1,271</b> | <b>1,375</b> | <b>1,270</b> | <b>1,305</b> | <b>1,311</b> | <b>1,391</b> | <b>1,320</b> | <b>1,416</b> | <b>1,440</b> | <b>1,378</b> | <b>1,460</b> | <b>1,263</b> | <b>1,296</b> | <b>1,322</b> | <b>1,378</b> | <b>1,515</b> | <b>1,461</b> | <b>1,553</b> | <b>1,518</b> | <b>1,465</b> |       | <b>751</b> | <b>1,301</b> | <b>1,419</b> |                |
|                 |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |       |            |              |              |                |
|                 |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |       |            |              |              | <b>Average</b> |

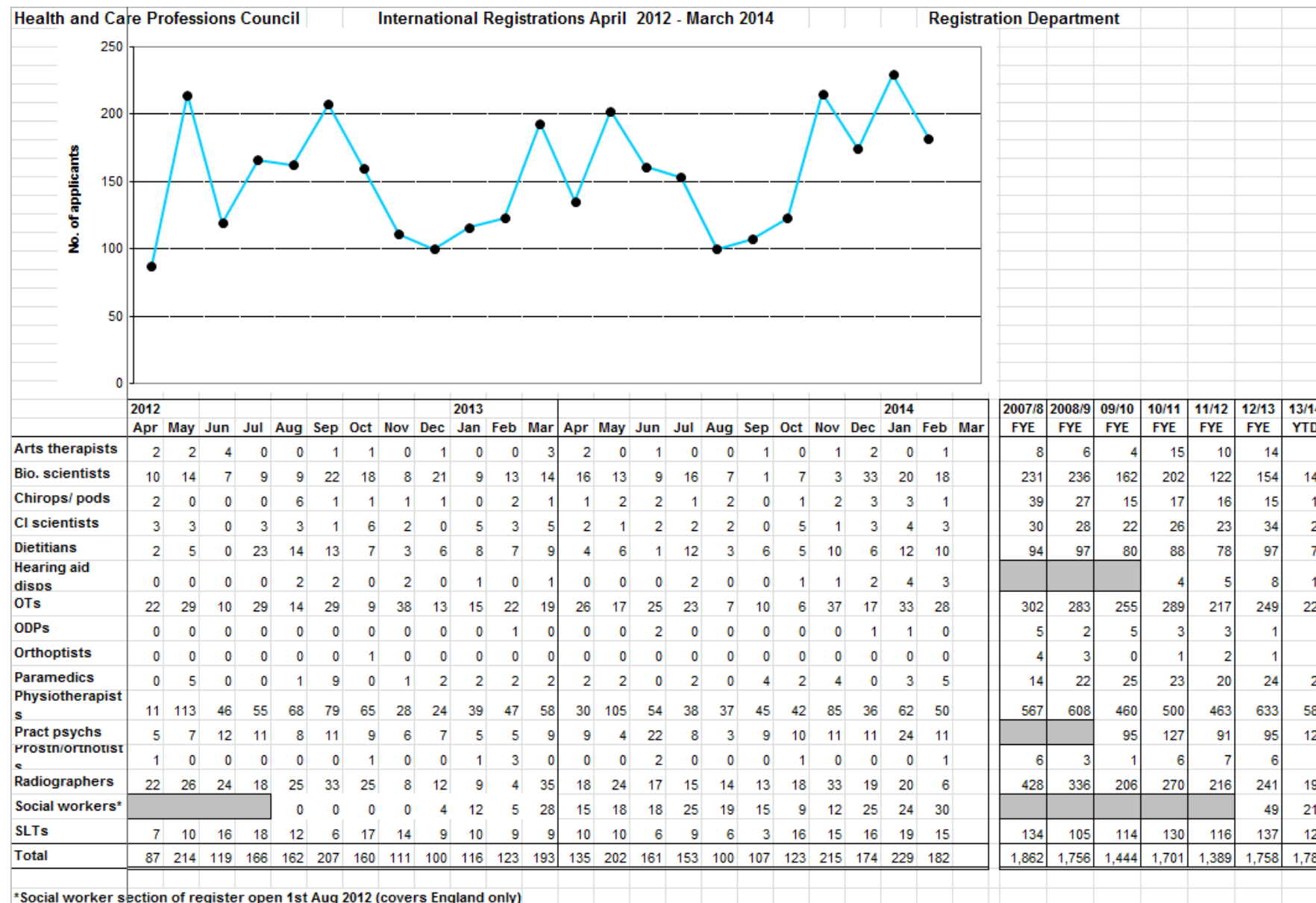
NOTE: Information covers international applications status progress only

Represents the current workload within the International Department as at the end of the month

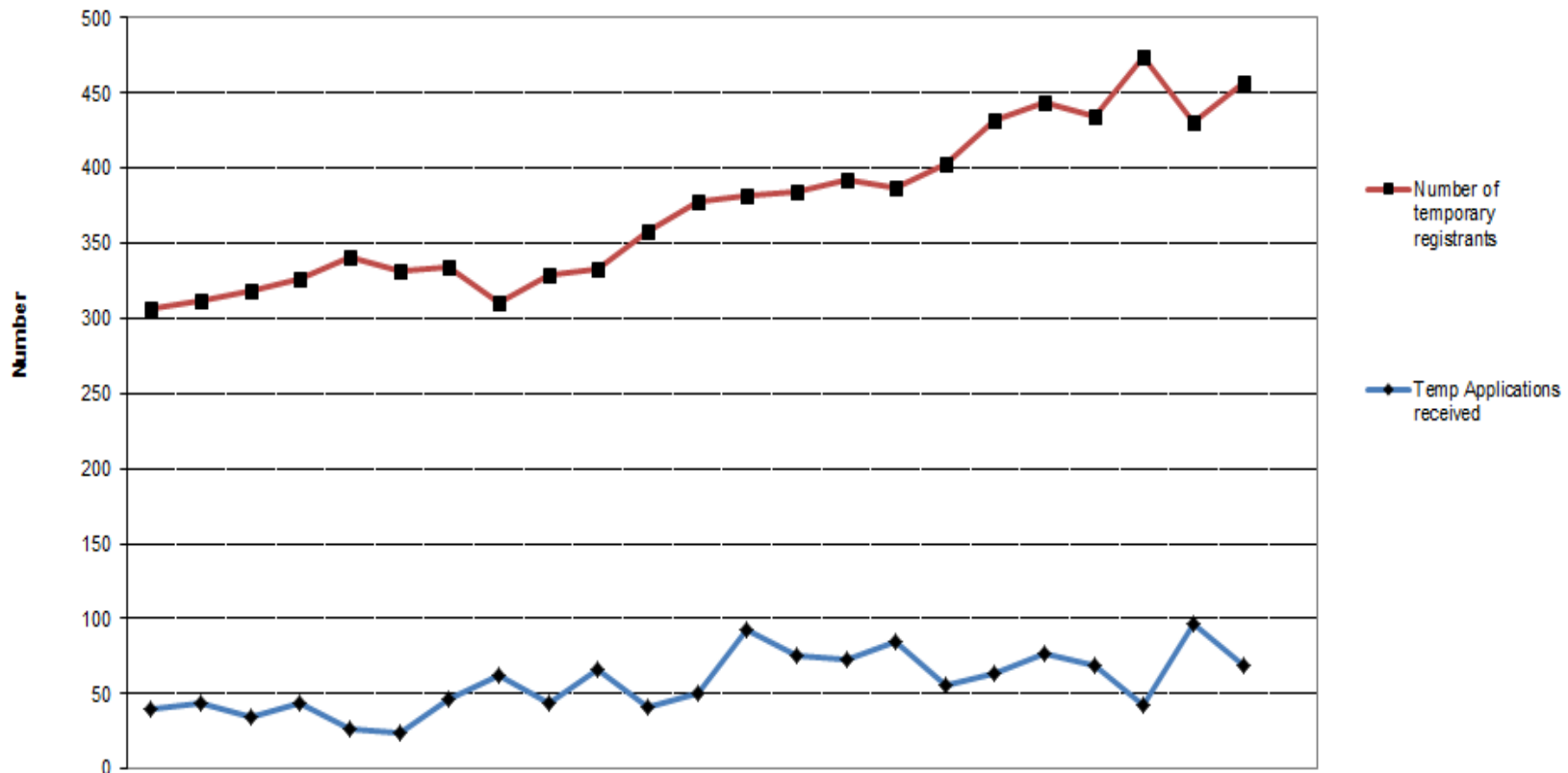


All received applications, including those that may subsequently be returned, rejected or withdrawn.

\*Social worker section of register open 1st Aug 2012 (covers England only)



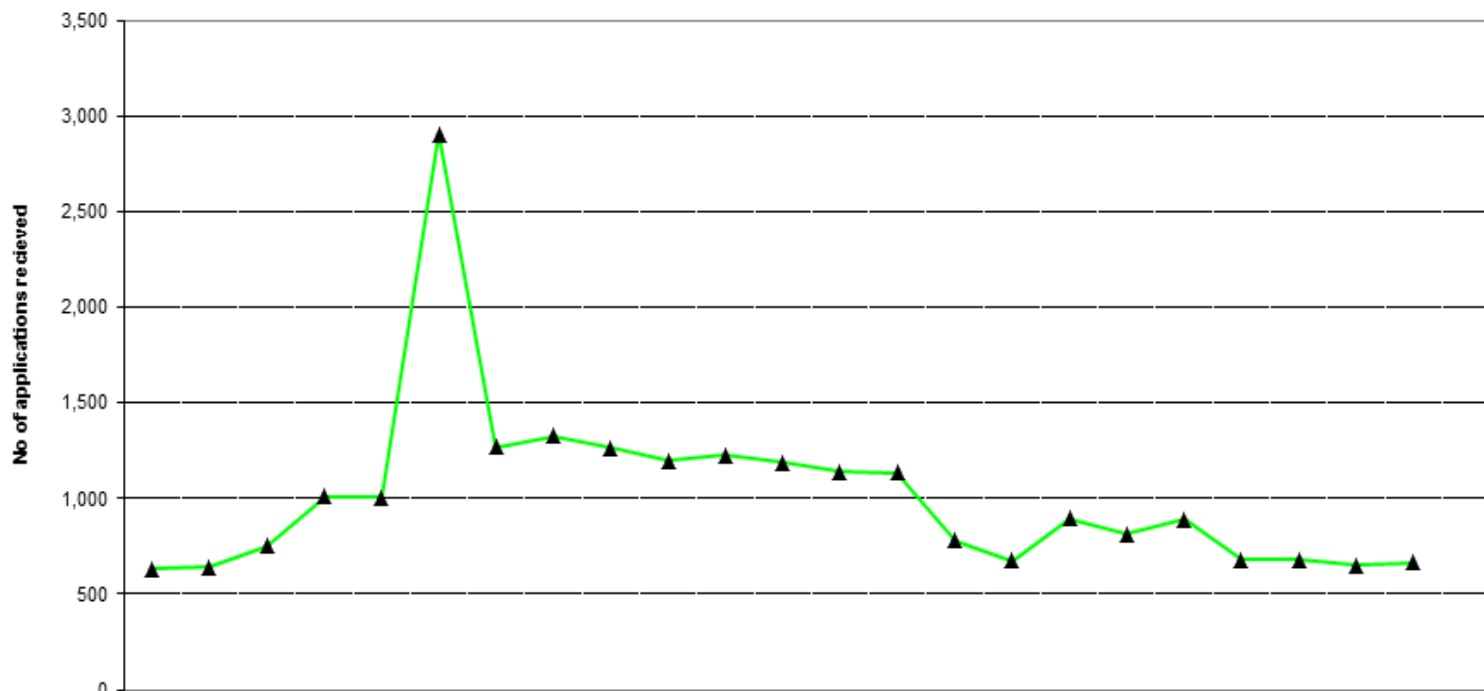
Health and Care Professions Council | Temporary Registration under EU Directive 2005/36/EC April 2012 - March 2014 | Registration Department



|                                 | 2012 |     |     | 2013 |     |     |     |     |     |     |     |     | 2014 |     |     | 11/12 | 12/13 | 13/14 |     |     |     |     |     |     |       |       |       |
|---------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-------|-------|-------|-----|-----|-----|-----|-----|-----|-------|-------|-------|
|                                 | Apr  | May | Jun | Jul  | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr  | May | Jun | Jul   | Aug   | Sep   | Oct | Nov | Dec | Jan | Feb | Mar | FYE   | FYE   | YTD   |
| Temp Applications received      | 40   | 44  | 35  | 44   | 27  | 24  | 47  | 62  | 44  | 66  | 41  | 50  | 93   | 76  | 73  | 85    | 56    | 64    | 77  | 69  | 42  | 97  | 69  |     | 494   | 524   | 801   |
| Number of temporary registrants | 307  | 312 | 319 | 326  | 341 | 331 | 334 | 310 | 329 | 333 | 358 | 378 | 382  | 384 | 392 | 387   | 403   | 432   | 444 | 435 | 474 | 431 | 457 |     | 3,714 | 3,978 | 4,621 |

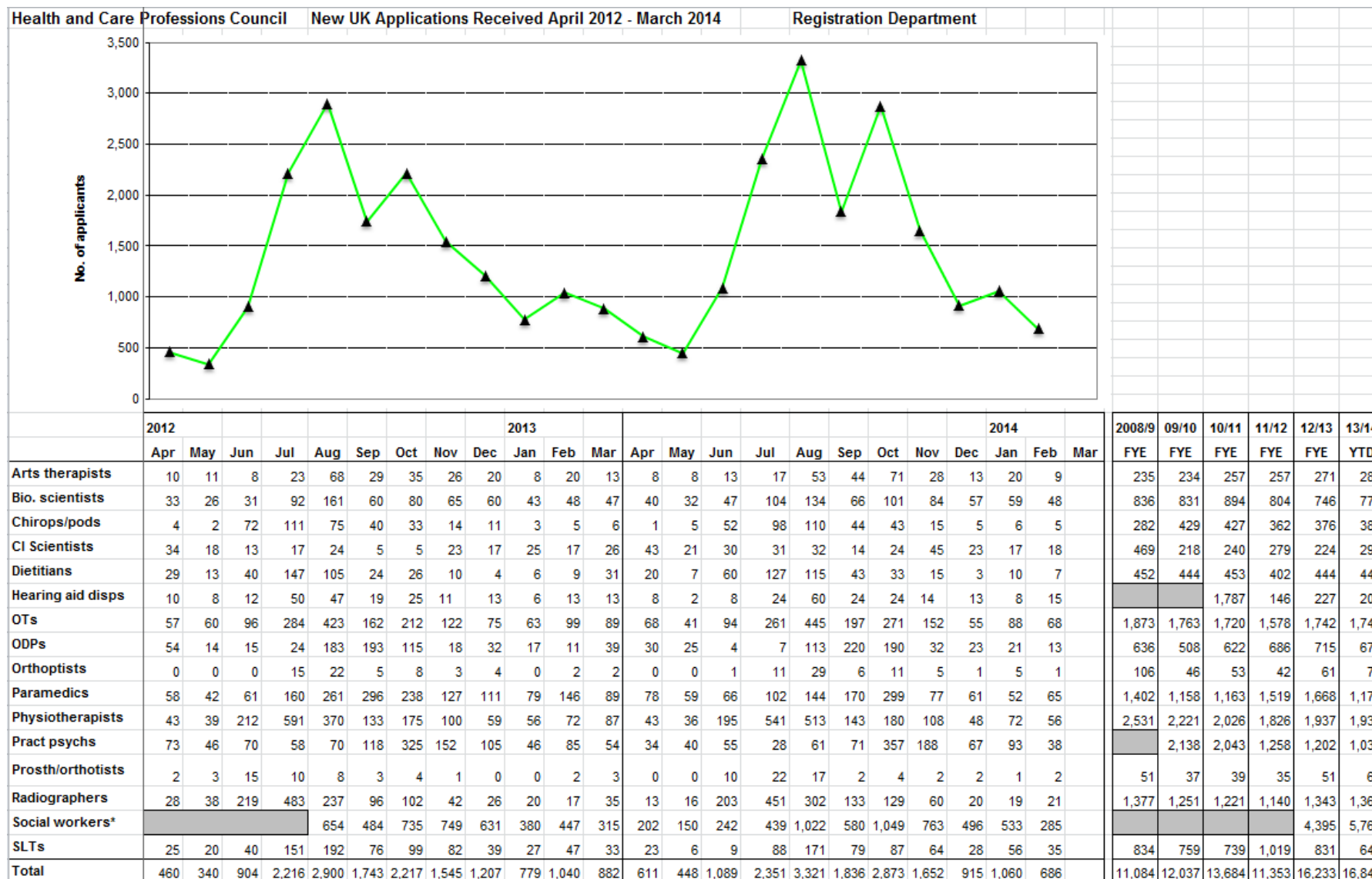


Health and Care Professions Council UK applications workflow process at end of each month April 2012 - March 2014 Registration Department



| Current status  | 2012       |            |            | 2013         |              |              |              |              |              |              |              |              | 2014         |              |            |            |            |            | 11/12      | 12/13      | 13/14      |            |            |     |            |              |            |
|-----------------|------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|------------|--------------|------------|
|                 | Apr        | May        | Jun        | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          | Jan          | Feb          | Mar          | Apr          | May          | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar | FYE        | FYE          | YTD        |
| Minimum info    | 625        | 636        | 746        | 1,000        | 1,000        | 2,892        | 1,266        | 1,319        | 1,262        | 1,190        | 1,222        | 1,182        | 1,134        | 1,130        | 778        | 674        | 887        | 802        | 882        | 677        | 676        | 650        | 661        |     | 645        | 1,195        | 814        |
| At scrutiny     | 5          | 6          | 5          | 9            | 6            | 10           | 5            | 6            | 4            | 6            | 4            | 5            | 5            | 5            | 0          | 1          | 7          | 4          | 5          | 1          | 1          | 0          | 0          |     | 6          | 6            | 3          |
| Pending reg fee | 0          | 0          | 1          | 0            | 0            | 1            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0          | 1          | 0          | 6          | 4          | 1          | 1          | 1          | 2          |     | 0          | 0            | 1          |
| <b>Total</b>    | <b>630</b> | <b>642</b> | <b>752</b> | <b>1,009</b> | <b>1,006</b> | <b>2,903</b> | <b>1,271</b> | <b>1,325</b> | <b>1,266</b> | <b>1,196</b> | <b>1,226</b> | <b>1,187</b> | <b>1,139</b> | <b>1,135</b> | <b>778</b> | <b>676</b> | <b>894</b> | <b>812</b> | <b>891</b> | <b>679</b> | <b>678</b> | <b>651</b> | <b>663</b> |     | <b>651</b> | <b>1,201</b> | <b>818</b> |
| <b>Average</b>  |            |            |            |              |              |              |              |              |              |              |              |              |              |              |            |            |            |            |            |            |            |            |            |     |            |              |            |

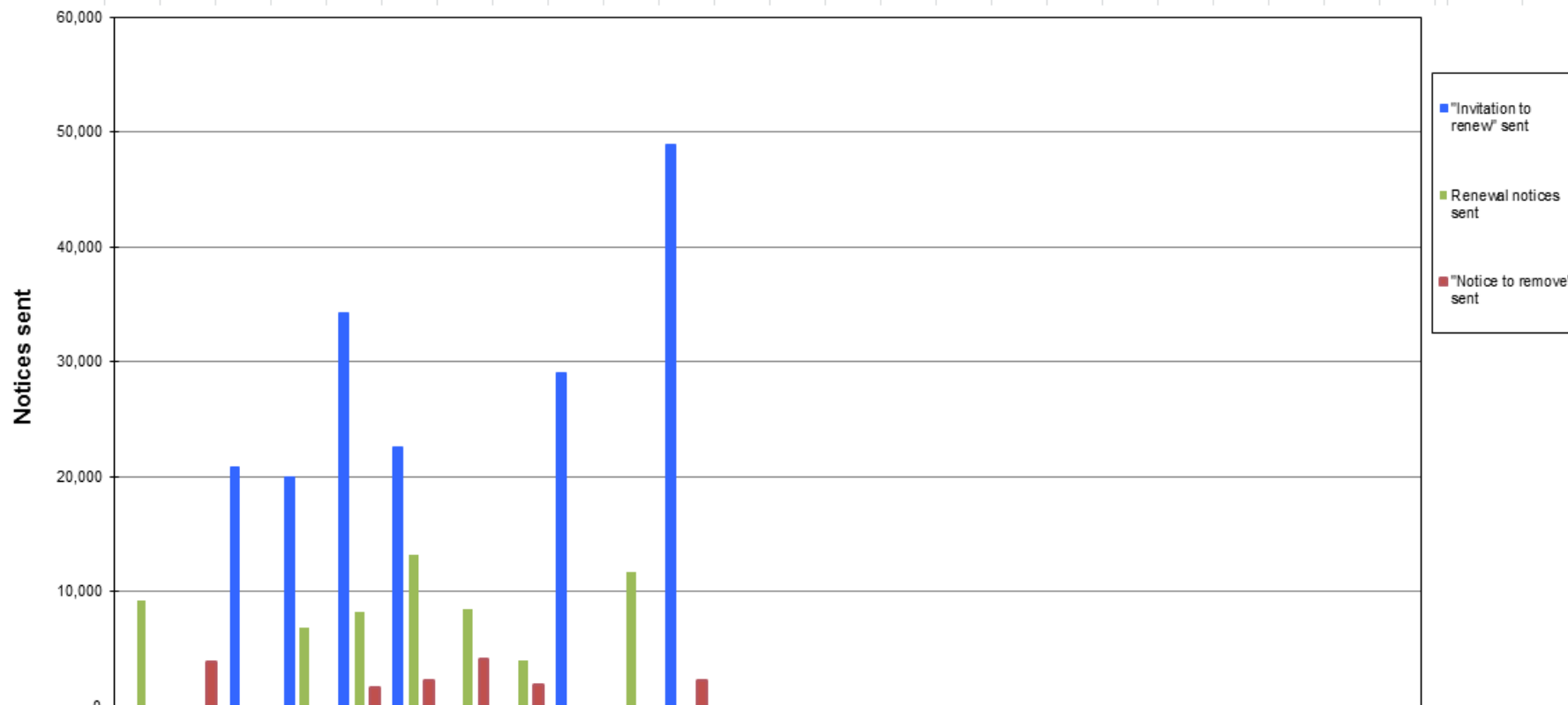
NOTE: Information covers UK applications only  
 Represents the current workload within the UK section as at the end of the month



\*Social worker section of register opened 1st Aug 2012 (covers England only)

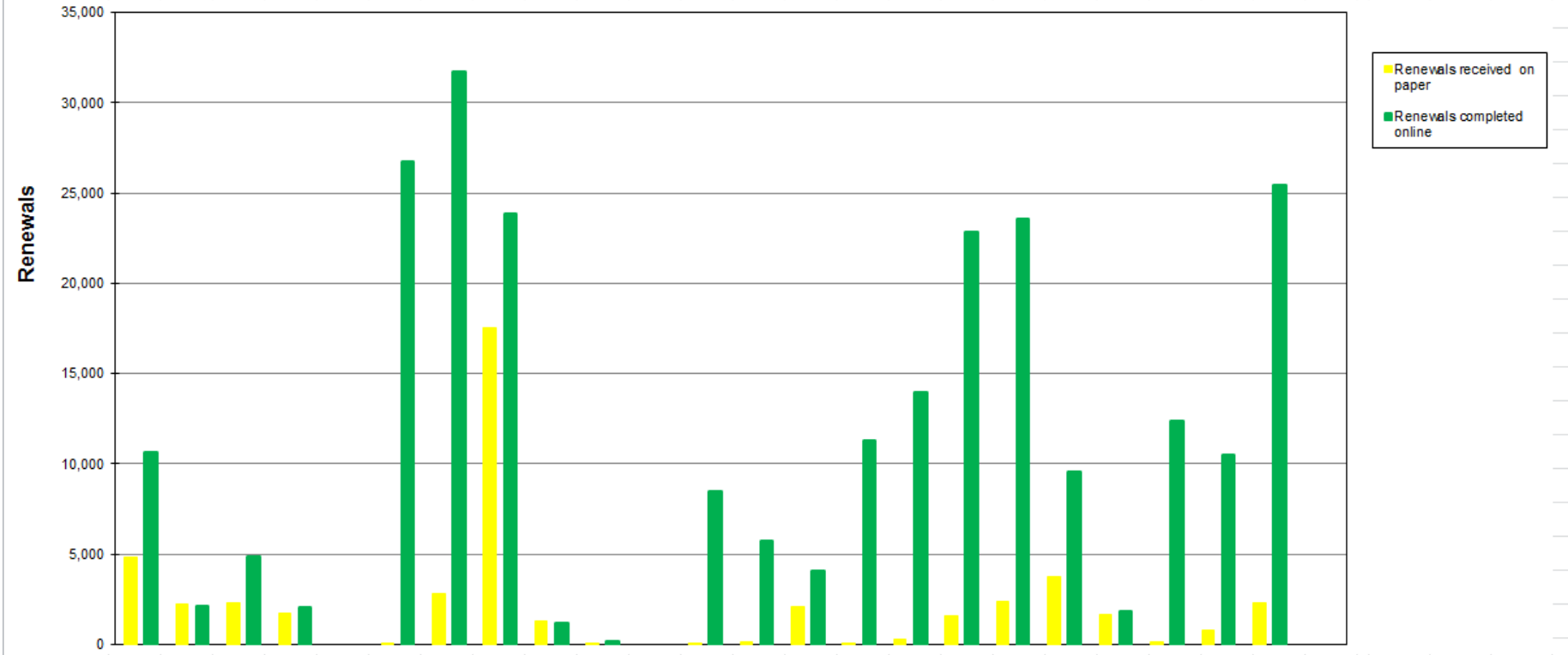
Health and Care Professions Council Renewal Information April 2013 - March 2015

Registration Department



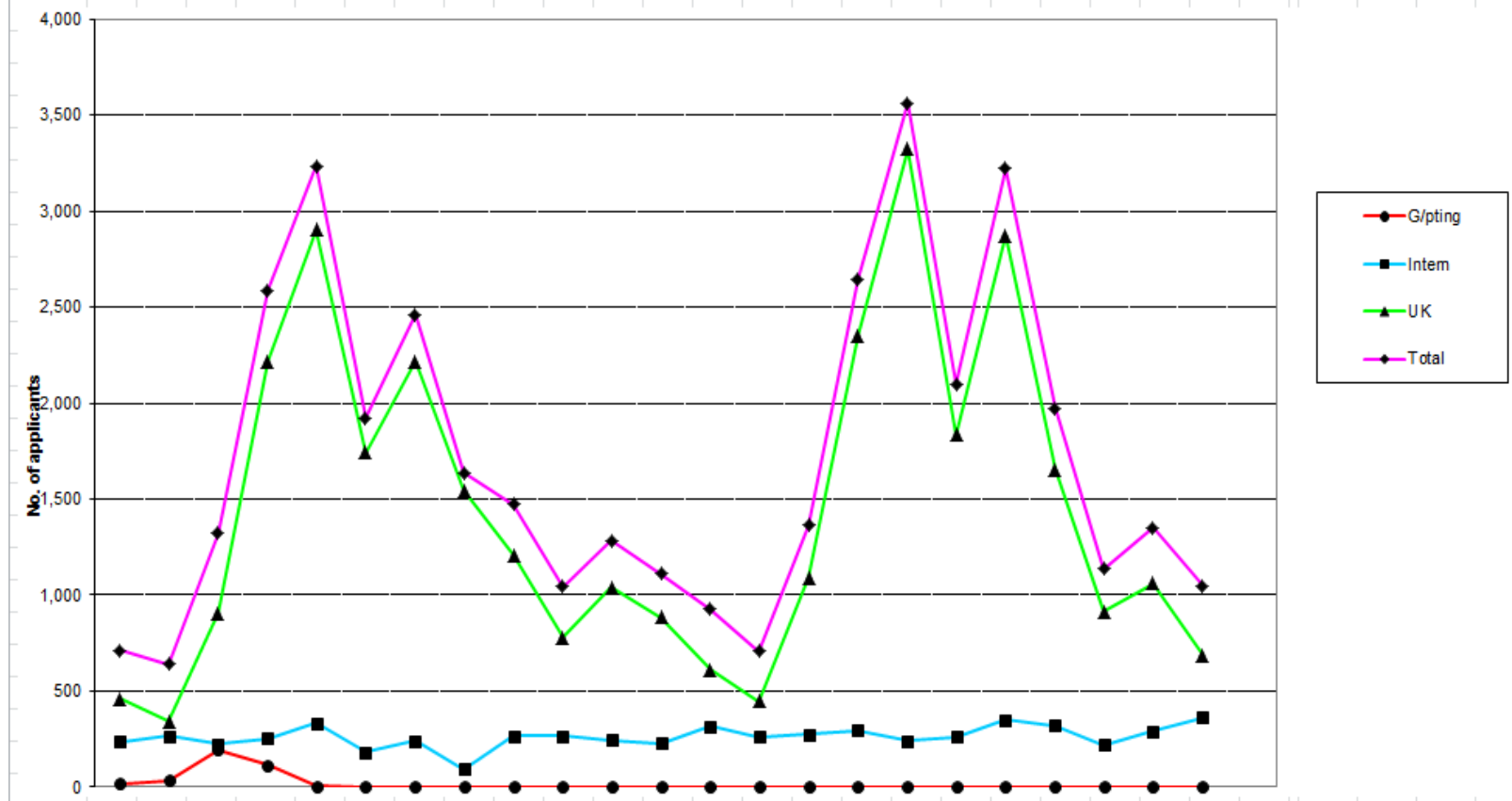
|                            | 2013         |              |               | 2014          |               |               |               |              |               |               |               |     | 2015 |      |     |     |     |     | 13/14 YTD |     |     |     |     |     |     |                |
|----------------------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|--------------|---------------|---------------|---------------|-----|------|------|-----|-----|-----|-----|-----------|-----|-----|-----|-----|-----|-----|----------------|
|                            | Apr          | May          | Jun           | Jul           | Aug           | Sep           | Oct           | Nov          | Dec           | Jan           | Feb           | Mar | Apr  | May* | Jun | Jul | Aug | Sep |           | Oct | Nov | Dec | Jan | Feb | Mar |                |
| "Invitation to renew" sent | 0            | 0            | 20,813        | 19,960        | 34,182        | 22,596        | 0             | 0            | 29,086        | 0             | 48,959        |     |      |      |     |     |     |     |           |     |     |     |     |     |     | 175,536        |
| Renewal notices sent       | 9,273        | 0            | 0             | 6,799         | 8,216         | 13,239        | 8,454         | 3,981        | 0             | 11,733        | 0             |     |      |      |     |     |     |     |           |     |     |     |     |     |     | 61,635         |
| "Notice to remove" sent    | 0            | 3,857        | 0             | 0             | 1,662         | 2,227         | 4,144         | 1,849        | 0             | 0             | 2,298         |     |      |      |     |     |     |     |           |     |     |     |     |     |     | 16,037         |
| <b>Total</b>               | <b>9,273</b> | <b>3,857</b> | <b>20,813</b> | <b>26,759</b> | <b>44,060</b> | <b>38,062</b> | <b>12,598</b> | <b>5,830</b> | <b>29,086</b> | <b>11,733</b> | <b>51,257</b> |     |      |      |     |     |     |     |           |     |     |     |     |     |     | <b>253,328</b> |

Health and Care Professions Council | Renewal Information - on paper and online April 2012 - March 2014 | Registration Department



|                            | 2012   |       |       | 2013  |     |        |        |        |       |       |     |       | 2014  |       |        |        |        |        |       |       |        | 11/12  | 12/13  | 13/14 |         |         |         |
|----------------------------|--------|-------|-------|-------|-----|--------|--------|--------|-------|-------|-----|-------|-------|-------|--------|--------|--------|--------|-------|-------|--------|--------|--------|-------|---------|---------|---------|
|                            | Apr    | May   | Jun   | Jul   | Aug | Sep    | Oct    | Nov    | Dec   | Jan   | Feb | Mar   | Apr   | May   | Jun    | Jul    | Aug    | Sep    | Oct   | Nov   | Dec    | Jan    | Feb    | Mar   | FYE     | FYE     | YTD     |
| Renewals received on paper | 4,863  | 2,246 | 2,341 | 1,731 | 0   | 4      | 2,824  | 17,511 | 1,286 | 83    | 0   | 3     | 154   | 2,113 | 10     | 290    | 1,618  | 2,367  | 3,773 | 1,700 | 156    | 813    | 2,347  |       | 60,141  | 32,892  | 15,341  |
| Renewals completed online  | 10,656 | 2,144 | 4,887 | 2,065 | 0   | 26,756 | 31,744 | 23,829 | 1,228 | 154   | 0   | 8,453 | 5,777 | 4,055 | 11,292 | 13,947 | 22,820 | 23,553 | 9,590 | 1,818 | 12,391 | 10,502 | 25,451 |       | 108,657 | 111,916 | 141,196 |
| Registrants removed        | 0      | 4,887 | 232   | 0     | 0   | 0      | 0      | 0      | 0     | 8,744 | 0   | 0     | 0     | 0     | 721    | 0      | 0      | 418    | 0     | 0     | 890    | 0      | 870    |       | 5,632   | 13,863  | 2,899   |

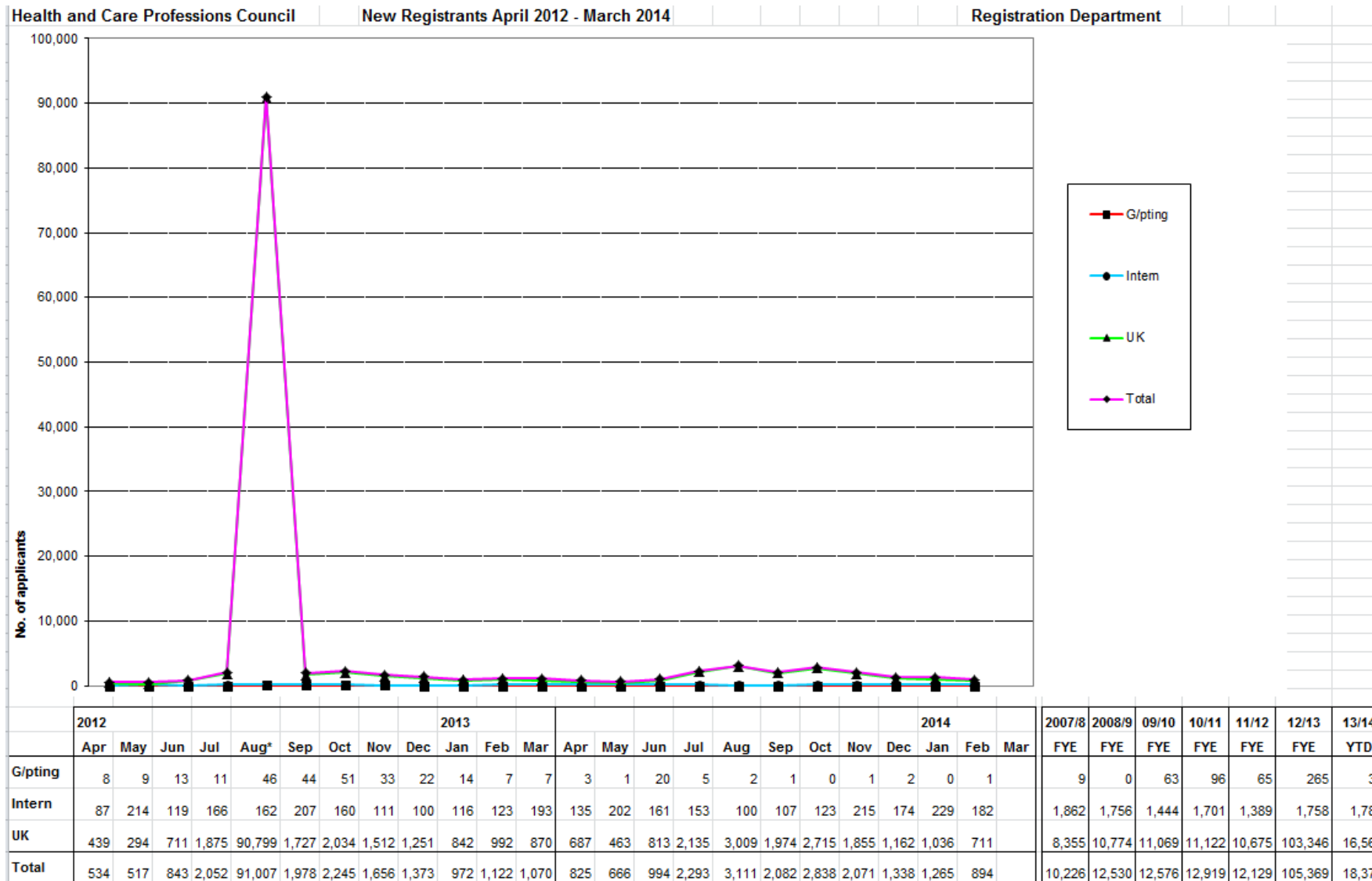
Health and Care Professions Council Application Types Received April 2012 - March 2014 Registration Department



| Apps Received | 2012       |            |              | 2013         |              |              |              |              |              |              |              |              |            |            |              | 2014         |              |              |              |              |              |              |              |     |
|---------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----|
|               | Apr        | May        | Jun          | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          | Jan          | Feb          | Mar          | Apr        | May        | Jun          | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          | Jan          | Feb          | Mar |
| G/pting       | 18         | 35         | 195          | 115          | 5            | 0            | 0            | 0            | 1            | 0            | 0            | 0            | 0          | 0          | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0   |
| Intern        | 235        | 264        | 222          | 254          | 331          | 180          | 242          | 93           | 264          | 264          | 245          | 228          | 316        | 261        | 273          | 295          | 240          | 261          | 350          | 319          | 219          | 291          | 362          |     |
| UK            | 460        | 340        | 904          | 2,216        | 2,900        | 1,743        | 2,217        | 1,545        | 1,207        | 779          | 1,040        | 882          | 611        | 448        | 1,089        | 2,351        | 3,321        | 1,836        | 2,873        | 1,652        | 915          | 1,060        | 686          |     |
| <b>Total</b>  | <b>713</b> | <b>639</b> | <b>1,321</b> | <b>2,585</b> | <b>3,236</b> | <b>1,923</b> | <b>2,459</b> | <b>1,638</b> | <b>1,472</b> | <b>1,043</b> | <b>1,285</b> | <b>1,110</b> | <b>927</b> | <b>709</b> | <b>1,362</b> | <b>2,646</b> | <b>3,561</b> | <b>2,097</b> | <b>3,223</b> | <b>1,971</b> | <b>1,134</b> | <b>1,351</b> | <b>1,048</b> |     |

| 2007/8        | 2008/9        | 09/10         | 10/11         | 11/12         | 12/13         | 13/14         |
|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| FYE           | FYE           | FYE           | FYE           | FYE           | FYE           | YTD           |
| 0             | 369           | 93            | 170           | 142           | 369           | 0             |
| 2,300         | 2,290         | 2,324         | 2,597         | 2,504         | 2,822         | 3,187         |
| 8,971         | 11,084        | 12,037        | 13,684        | 11,353        | 16,233        | 16,842        |
| <b>11,271</b> | <b>13,743</b> | <b>14,454</b> | <b>16,451</b> | <b>13,999</b> | <b>19,424</b> | <b>20,029</b> |

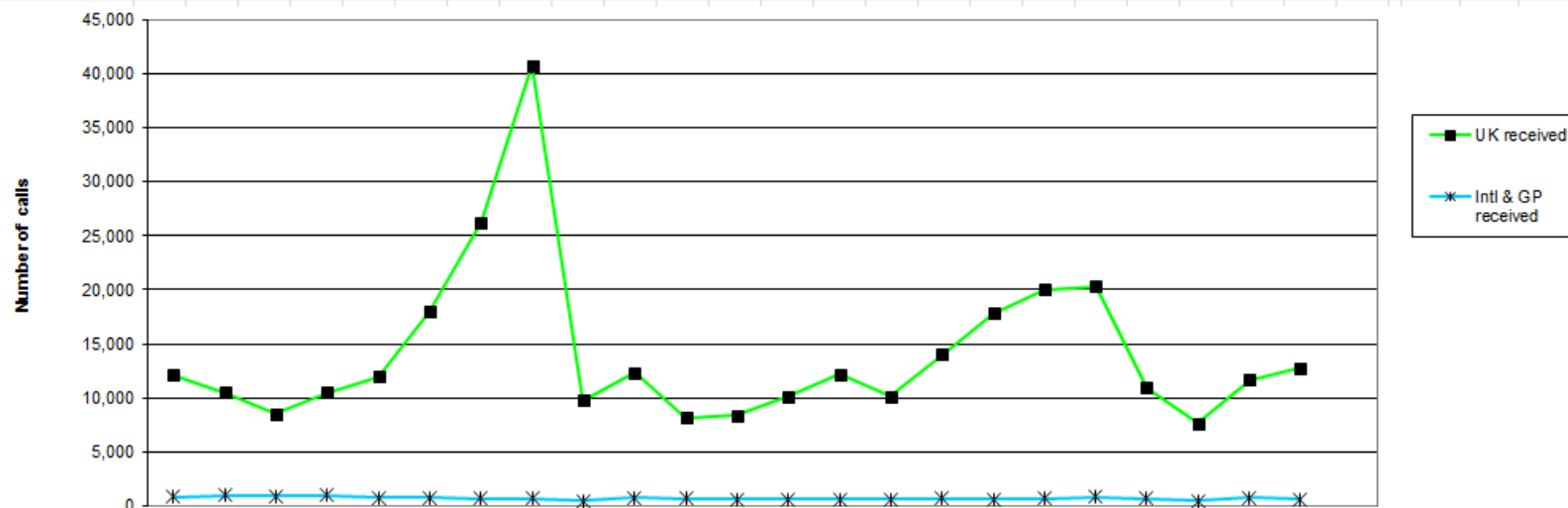
NB The data relates to application forms received, not total fees received.



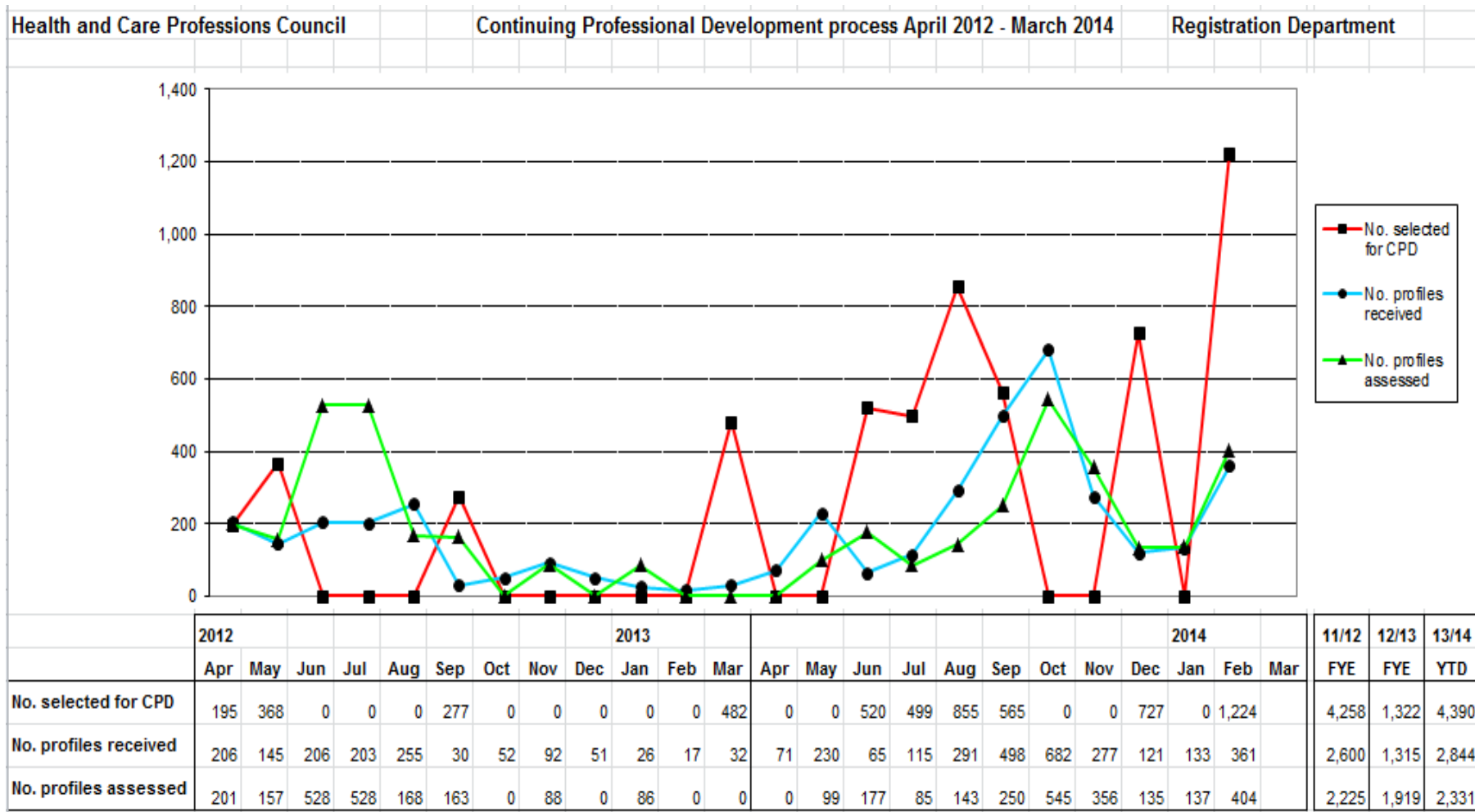
\* The inflated figure for UK for August includes the new SW's added on the 1st August 2012

Health and Care Professions Council Registration Telephone Information April 2012 - March 2014

Registration Department

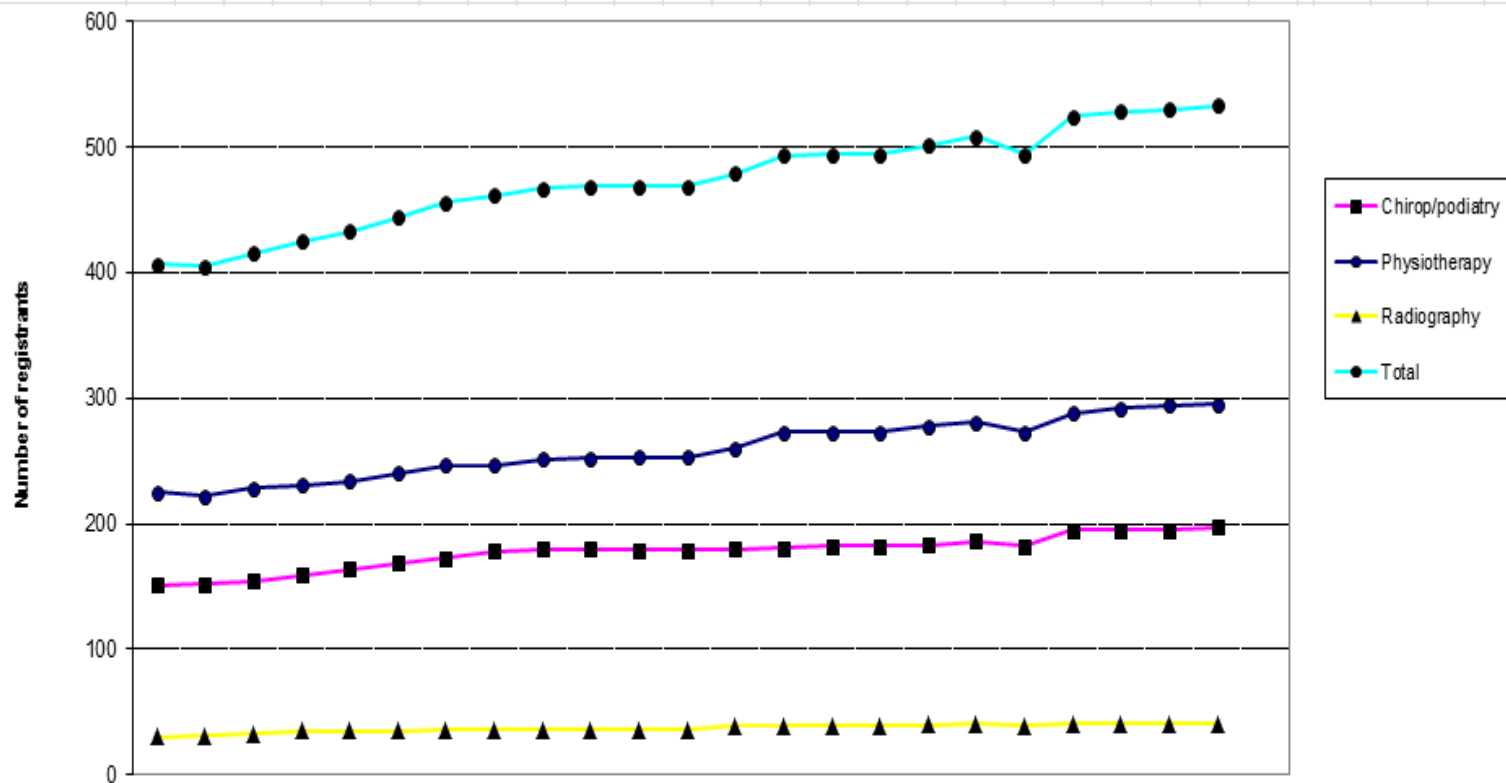


|                               | 2012   |        |       | 2013   |        |        |        |        |       |        |       |       | 2014   |        |        |        |        |        |        |        |       | 2008/9 | 09/10  | 10/11 | 11/12  | 12/13   | 13/14  |         |         |         |
|-------------------------------|--------|--------|-------|--------|--------|--------|--------|--------|-------|--------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|-------|--------|---------|--------|---------|---------|---------|
|                               | Apr    | May    | Jun   | Jul    | Aug    | Sep    | Oct    | Nov    | Dec   | Jan    | Feb   | Mar   | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec   | Jan    | Feb    | Mar   | FYE    | FYE     | FYE    | FYE     | FYE     | YTD     |
| <b>Intl &amp; GP</b>          |        |        |       |        |        |        |        |        |       |        |       |       |        |        |        |        |        |        |        |        |       |        |        |       |        |         |        |         |         |         |
| <b>Intl &amp; GP received</b> | 833    | 963    | 896   | 954    | 737    | 723    | 707    | 685    | 488   | 766    | 638   | 530   | 531    | 620    | 563    | 636    | 583    | 645    | 734    | 703    | 423   | 717    | 619    |       | 12,732 | 14,348  | 16,702 | 12,886  | 8,980   | 6,306   |
| <b>Answered</b>               | 794    | 877    | 848   | 314    | 675    | 705    | 682    | 662    | 450   | 697    | 587   | 545   | 542    | 561    | 533    | 610    | 571    | 632    | 770    | 677    | 410   | 690    | 601    |       | 11,397 | 14,185  | 15,363 | 12,137  | 8,436   | 6,603   |
| <b>Calls answered (%)</b>     | 95     | 91     | 95    | 36     | 92     | 98     | 96     | 97     | 92    | 91     | 92    | 92    | 92     | 90     | 96     | 96     | 97     | 98     | 97     | 96     | 96    | 96     | 97     |       | 90     | 95      | 96     | 94      | 94      | 96      |
| <b>Abandoned</b>              | 39     | 86     | 48    | 40     | 62     | 18     | 25     | 23     | 38    | 63     | 51    | 45    | 38     | 63     | 24     | 26     | 18     | 13     | 24     | 26     | 3     | 27     | 18     |       | 1,335  | 841     | 712    | 743     | 544     | 280     |
| <b>Avg answer time (sec)</b>  | 52     | 46     | 59    | 42     | 54     | 32     | 35     | 46     | 82    | 82     | 74    | 31    | 60     | 55     | 41     | 32     | 23     | 22     | 31     | 22     | 20    | 27     | 25     |       | 36     | 36      | 41     | 43      | 53      | 33      |
| <b>Avg talk time (min)</b>    | 4.17   | 4.14   | 3.43  | 3.51   | 3.44   | 4.12   | 3.54   | 3.53   | 4.00  | 4.04   | 4.07  | 4.08  | 4.09   | 3.43   | 3.53   | 3.56   | 3.47   | 3.52   | 3.40   | 3.40   | 3.44  | 4.03   | 4.12   |       | 3.25   | 3.18    | 3.41   | 3.23    | 3.85    | 3.65    |
| <b>UK</b>                     |        |        |       |        |        |        |        |        |       |        |       |       |        |        |        |        |        |        |        |        |       |        |        |       |        |         |        |         |         |         |
| <b>UK received</b>            | 12,099 | 10,481 | 8,533 | 10,516 | 11,965 | 17,341 | 26,254 | 40,761 | 9,757 | 12,333 | 8,138 | 8,369 | 10,151 | 12,177 | 10,138 | 14,028 | 17,789 | 20,043 | 20,327 | 10,361 | 7,645 | 11,632 | 12,782 |       | 92,018 | 119,887 | 86,890 | 114,847 | 177,147 | 147,733 |
| <b>Answered</b>               | 11,282 | 9,891  | 7,999 | 10,047 | 11,348 | 17,274 | 24,189 | 29,337 | 9,041 | 11,178 | 7,715 | 8,033 | 9,421  | 10,368 | 9,713  | 13,181 | 16,693 | 18,836 | 17,810 | 10,417 | 7,266 | 11,036 | 11,334 |       | 78,293 | 111,573 | 83,218 | 109,818 | 157,334 | 137,275 |
| <b>Calls answered (%)</b>     | 93     | 94     | 94    | 95     | 95     | 96     | 92     | 72     | 93    | 91     | 95    | 96    | 93     | 90     | 96     | 94     | 94     | 94     | 88     | 95     | 95    | 94     | 93     |       | 92     | 95      | 96     | 96      | 92      | 93      |
| <b>Abandoned</b>              | 817    | 530    | 534   | 469    | 617    | 667    | 2,065  | 11,424 | 716   | 1,155  | 423   | 336   | 730    | 1,209  | 425    | 839    | 1,096  | 1,207  | 2,517  | 544    | 379   | 656    | 851    |       | 13,725 | 8,314   | 3,652  | 5,029   | 19,813  | 10,453  |
| <b>Avg answer time (sec)</b>  | 51     | 28     | 55    | 39     | 42     | 34     | 61     | 279    | 63    | 77     | 47    | 64    | 55     | 82     | 37     | 54     | 59     | 56     | 110    | 45     | 42    | 48     | 58     |       | 85     | 48      | 36     | 38      | 70      | 59      |
| <b>Avg talk time (min)</b>    | 3.10   | 5.63   | 3.02  | 3.01   | 3.21   | 3.01   | 2.56   | 3.06   | 3.13  | 3.20   | 3.21  | 3.15  | 3.10   | 3.11   | 3.02   | 2.45   | 2.46   | 2.55   | 2.57   | 3.03   | 2.53  | 3.14   | 3.07   |       | 2.58   | 2.37    | 2.47   | 2.61    | 3.28    | 2.83    |



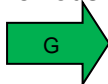



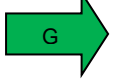
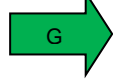
Health and Care Professions Council Number of registrants with supplementary prescribing rights April 2012 - March 2014

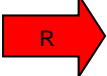
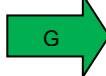


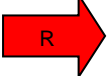
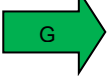
|                  | 2012       |            |            | 2013       |            |            |            |            |            |            |            |            | 2014       |            |            | 2007/8     | 2008/9     | 09/10      | 10/11      | 11/12      | 12/13      | 13/14      |            |     |            |            |            |            |            |            |            |
|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|------------|------------|------------|------------|------------|------------|------------|
|                  | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar | FYE        | FYE        | FYE        | FYE        | FYE        | FYE        | YTD        |
| Chiropr/podiatry | 151        | 152        | 154        | 159        | 164        | 169        | 173        | 178        | 180        | 180        | 179        | 179        | 180        | 181        | 182        | 182        | 183        | 186        | 182        | 195        | 195        | 195        | 197        |     | 40         | 78         | 112        | 129        | 149        | 179        | 195        |
| Physiotherapy    | 225        | 222        | 228        | 231        | 234        | 240        | 247        | 247        | 251        | 252        | 253        | 253        | 260        | 273        | 273        | 273        | 278        | 281        | 273        | 288        | 292        | 294        | 295        |     | 74         | 109        | 148        | 182        | 224        | 253        | 292        |
| Radiography      | 30         | 31         | 33         | 35         | 35         | 35         | 36         | 36         | 36         | 36         | 36         | 36         | 39         | 39         | 39         | 39         | 40         | 41         | 39         | 41         | 41         | 41         | 41         |     | 7          | 19         | 20         | 23         | 30         | 36         | 41         |
| <b>Total</b>     | <b>406</b> | <b>405</b> | <b>415</b> | <b>425</b> | <b>433</b> | <b>444</b> | <b>456</b> | <b>461</b> | <b>467</b> | <b>468</b> | <b>468</b> | <b>468</b> | <b>479</b> | <b>493</b> | <b>494</b> | <b>494</b> | <b>501</b> | <b>508</b> | <b>494</b> | <b>524</b> | <b>528</b> | <b>530</b> | <b>533</b> |     | <b>121</b> | <b>206</b> | <b>280</b> | <b>334</b> | <b>403</b> | <b>468</b> | <b>528</b> |

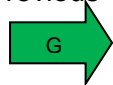
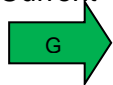
### 3. Project Management Commentary: Claire Reed

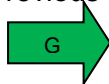

| Project Number   | Project Name                               | Project Board  | Project Status  |  |
|--|--|--|---|--|
| MP63   | HR and Partners process and systems review | Project sponsor: Marc Seale<br>Project lead: Teresa Haskins  | Previous<br> | Current<br> |
| Project Description  |  |  |   |  |
| A review of all HR and Partner department systems and processes to determine how processes can be adapted for future needs and to determine HCPC requirements for a new system(s), if required.  |  |  |   |  |
| Project Scope  |  | Status update  |   |  |
| <ul style="list-style-type: none"> <li>▪ Review and map current HR and Partners business process and systems as they are now (as is)</li> <li>▪ Define and map HR and Partners business processes and systems required in the future (to be)</li> <li>▪ Identify preferred/most feasible option for 'to be' processes and systems</li> <li>▪ Establish whether the HR and Partners functions share sufficient similarities in processes and requirements to enable them to continue to share the same database(s) and IT systems</li> <li>▪ Identify preferred supplier for potential new system(s)</li> <li>▪ Produce business case for the Phase 2 project to build the preferred solution(s)</li> </ul> |  | <ul style="list-style-type: none"> <li>▪ The project is being reported as declining as delays have been encountered with the composition of the contract.</li> <li>▪ This the first time the organisation has had to draw up an OJEU compliant contract prior to identifying a supplier and therefore a solution. It is proving challenging in working with the legal team to draw up a contract that is detailed enough to meet requirements whilst remaining open enough to cover multiple potential technology solutions.</li> <li>▪ Due to this delay the project timeline has slipped and the team now expect to appoint a supplier in autumn rather than in summer 2014. An exception report will be raised for EMT approval.</li> <li>▪ Response to the initial stage of the tender has been good and four suppliers have been selected to go into the second stage.</li> </ul> |   |  |
| Project Budget History   | Committed spend                            | Date of Initiation   | Project End Date History  |  |
| Initiation: £100,133<br>Exception Report Sept 2013: £124,105   | £120,047                                   | December 2012  | Initiation: December 2013<br>Exception Report Sept 2013: June 2014                              |  |

| Project Number  | Project Name              | Project Board  | Project Status  |  |
|---|---------------------------|--|---|--|
| MP67  | Net Regulate changes 2013 | Project sponsor: Finance Director<br>Project lead: Charlotte Milner  | Previous<br> | Current<br> |
| Project Description   |                           |  |   |  |
| Implementation of 16 changes to the Net Regulate (Registrations software) system  |                           |  |   |  |
| Project Scope   |                           | Status update  |   |  |
| <ul style="list-style-type: none"> <li>▪ Change Request 1: Resending Authentication Codes</li> <li>▪ Change Request 3: Financial Transaction Reporting</li> <li>▪ Change Request 10: Online Portal 6pm Deadline</li> <li>▪ Change Request 11: Watch List Check Functionality</li> <li>▪ Change Request 12: Amendment to Code 3 on DDIs</li> <li>▪ Change Request 14: Security Enhancements</li> <li>▪ Change Request 15: Renewal Declaration Online Portal</li> <li>▪ Change Request 16: Amendment to cancelled DDIs</li> </ul> |                           | <ul style="list-style-type: none"> <li>▪ The third release into the production environment was successful and all changes have now been implemented in Net Regulate.</li> <li>▪ There is a further piece of development work required on the renewal form scanning technology which is currently underway to complete change request 11</li> </ul> |   |  |
| Project Budget History  | Committed spend           | Date of Initiation   | Project End Date History  |  |
| At Initiation: £146,900<br>Exception Report Dec 2013: £155,900<br>Exception Report Jan 2014: £165,260<br>Exception Report Feb 2014: £167,100  | £160,926                  | April 2013   | At Initiation: January 2014<br>Exception Report Dec 2013: April 2014                            |  |

| Project Number   | Project Name           | Project Board  | Project Status  |  |
|--|------------------------|--|---|--|
| MP67   | Professional Indemnity | Project sponsor: Marc Seale<br>Project lead: Michael Guthrie   | Previous<br> | Current<br> |
| Project Description  |                        |  |   |  |
| Implementing EU legislative changes requiring registrants to have professional indemnity cover   |                        |  |   |  |
| Project Scope  |                        | Status update  |   |  |
| <ul style="list-style-type: none"> <li>Produce guidance for registrants in relation to the requirement to have indemnity cover as a condition of registration;</li> <li>Ensure that the new requirement is communicated to all stakeholders;</li> <li>Make changes to HCPC's processes and systems to ensure the additional requirement for each registrant to have indemnity cover in place can be captured at registration and renewal;</li> </ul> |                        | <ul style="list-style-type: none"> <li>Due to the delays in legislation being implemented and the majority of the preparatory activity being completed, the process go-live is being descoped from the project.</li> <li>The Registrations and Policy and Standards departments will jointly manage the go-live process as part of business as usual.</li> <li>Engagement with professional bodies is ongoing</li> <li>DocXP (registrations renewals scanning software) development work is underway</li> <li>Net Regulate development work has been successfully released into the live environment.</li> <li>Once the Doc XP work is complete user acceptance testing will be undertaken on both systems and the project will be closed once this has passed.</li> </ul> |   |  |
| Project Budget History   | Committed spend        | Date of Initiation   | Project End Date History  |  |
| At Initiation: £29,550   | £17,789                | April 2013   | At Initiation: April 2014   |  |

| Project Number   | Project Name                           | Project Board  | Project Status  |  |
|--|--|--|---|--|
| MP70   | 186 Kennington Park Road Redevelopment | Project sponsor: Marc Seale<br>Project lead: Steve Hall  | Previous<br> | Current<br> |
| Project Description  |  |  |   |  |
| Planning for 186 Kennington Park Road redevelopment  |  |  |   |  |
| Project Scope  |  | Status update  |   |  |
| <ul style="list-style-type: none"> <li>With the input of an appointed team of consultants, fully design a scheme that aligns with the cost requirements of the overall project;</li> <li>Obtain the local planning authority permissions to allow the project to proceed;</li> <li>Tender for the contracts to demolish and construct a replacement building at 186 Kennington Park Road.</li> </ul> |  | <ul style="list-style-type: none"> <li>Building design has completed the pre planning stage and is due to soon complete the planning permission stage</li> <li>Surveys are being undertaken to determine the validity of the design</li> <li>EMT approved the exception report which reforecast the project end date as May 2015.</li> </ul> |   |  |
| Project Budget History   | Committed spend                        | Date of Initiation   | Project End Date History  |  |
| At Initiation: £534,392  | £112,399                               | March 2013   | At Initiation: November 2014<br>Feb 2014 Exception Report: May 2015                             |  |

| Project Number  | Project Name           | Project Board  | Project Status  |  |
|---|------------------------|--|---|--|
| MP64  | Education System Build | Project sponsor: Brendon Edwards<br>Project lead: Paula Lescott  | Previous<br> | Current<br> |
| Project Description   |                        |  |   |  |
| Implementation of the recommendations made during the Education systems and process review project previously undertaken  |                        |  |   |  |
| Project Scope   |                        | Status update  |   |  |
| <ul style="list-style-type: none"> <li>Implementation of a new IT system comprising of a combined Microsoft Dynamics and Sharepoint solution, which will replace all current systems in use within the Education Department;</li> <li>Development and implementation of a full Education data model which is fully supported within the new system, a suite of reporting functions and revised operational business processes;</li> <li>Maximisation of new technology to provide automation within data and business processes;</li> <li>Training of end users and IT employees to enable effective use of the new system and business processes, to enable management and administration of the system and to enable development of the system;</li> <li>Review of the Department structure, teams and roles to align with the new system and business processes</li> </ul> |                        | <ul style="list-style-type: none"> <li>A discovery phase has been undertaken with the solution suppliers to fully define the technical design.</li> <li>The project has now moved into the systems build stage and is going through a series of development and test cycles.</li> <li>Data migration preparation work is ongoing.</li> </ul> |   |  |
| Project Budget History  |                        | Committed spend  | Date of Initiation  | Project End Date History   |
| At Initiation: £1,098,117   |                        | £450,915   | December 2012   | At Initiation: April 2015  |

| Project Number  | Project Name    | Project Board  | Project Status  |  |
|---|-----------------|--|---|--|
| MP71  | Fees Review     | Project sponsor: Marc Seale<br>Project lead: Michael Guthrie   | Previous<br> | Current<br> |
| Project Description   |                 |  |   |  |
| Review of current registrant fees and implementation of any agreed changes  |                 |  |   |  |
| Project Scope   |                 | Status update  |   |  |
| <ul style="list-style-type: none"> <li>▪ To undertake the financial analysis required to determine whether the organisation needs to raise its registrations fees</li> <li>▪ If it is deemed necessary, prepare and seek approval from Council for a revised fee structure</li> <li>▪ Undertake a public consultation with stakeholder groups.</li> <li>▪ Analyse all consultation responses received and issue a response</li> <li>▪ Amend and implement required Rules changes.</li> <li>▪ Amend the fees structure within Net Regulate</li> <li>▪ Undertake communications with stakeholder</li> <li>▪ Amend all references to fees in HCPC documentation and on the website.</li> </ul> |                 | <ul style="list-style-type: none"> <li>▪ The fee change proposal has been drawn up, approved and consulted upon.</li> <li>▪ The consultation responses have been analysed and a response has been published</li> <li>▪ The changes to the Rules have been drafted and submitted to the Privy Council for laying</li> <li>▪ The Rules once approved will be effective from 1st April 2014</li> <li>▪ Net Regulate changes have been made in the production environment and will be effective from 1<sup>st</sup> April 2014</li> <li>▪ All forms and letters communicating the change are ready for use.</li> </ul> |   |  |
| Project Budget History  | Committed spend | Date of Initiation   | Project End Date History  |  |
| At Initiation: £3,450<br>Exception report Sept 2013: £7,230   | £6,080          | May 2013   | At Initiation: May 2014   |  |

Uninitiated projects included in the Project management workplan 2013/14

| Project name  | Comments   |
|---|--|
| In Focus Distribution                                 | This project has been downgraded to a departmental project run by Communications   |
| Herbal Practitioners                                  | This project has not initiated due to legislative delay. Government decision regarding regulation of this group is expected in July 2015 |
| Web Platform Review                                   | This project has been de-scoped and downgraded to a departmental project run by Communications   |
| Registrations process and systems review              | This project has been delayed due to lack of project management resource. It is scheduled to commence in 2014-15                         |
| Online renewals review and change of payment provider | This project is undergoing initiation  |
| Finance systems review                                | This project has been postponed due to Finance department resource availability  |
| Public Health Specialists                             | This project has not initiated due to legislative delay  |



### 4. Business Process Improvement Commentary: Roy Dunn

#### 4.1 Quality Management System Changes and Audits

ISO 9001:2008 is under review, and the proposed 9001:2015 early draft is being examined for impact. Audit by BSI in April 2014 planned.

| RISK Based Audit from January 2008 onwards         | 2013      |       |       |      |       |        |           |         |          | 2014     |         |             |       |
|--|-----------|-------|-------|------|-------|--------|-----------|---------|----------|----------|---------|-------------|-------|
|  | March     | April | May   | June | July  | August | September | October | November | December | January | February    | March |
| <b>UK Registrations</b>                            |           |       |       |      |       |        | NMR37     | BSI     |          |          |         |             |       |
| Claire Harkin / Chris French                       |           |       |       |      |       |        | NMR38     |         | NMR41    |          |         |             |       |
| <b>International Registrations/ Grandparenting</b> |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Anna Lubasinska                                    |           |       |       |      |       |        |           |         |          | NMR40    |         |             |       |
| <b>CPD</b>   |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Anna Lubasinska / James Wilson                     |           |       |       |      |       |        |           |         |          |          |         |             |       |
| <b>Education</b>                                   |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Brendon Edmonds                                    |           |       |       |      |       |        |           |         |          |          |         |             |       |
| <b>Secretariat</b>                                 |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Claire Gascoigne / Louise Hart                     |           |       |       |      |       |        |           |         |          |          |         | NEW Council |       |
| <b>Fitness to Practise</b>                         |           |       |       |      |       |        |           |         |          |          |         |             |       |
| (Kelly Johnson) Eve Seall, Case Mgmt. Brian James  |           |       | NMR34 |      | NMR36 |        |           |         |          |          |         |             |       |
| <b>Policy</b>                                      |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Michael Guthrie                                    |           |       |       |      |       |        |           |         |          |          |         |             |       |
| <b>Communications</b>                              |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Jacqueline Ladds                                   | 3rd party |       |       |      |       |        |           |         |          |          |         |             |       |
| <b>Quality- Business Proc Improv</b>               |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Roy Dunn / Tom Berrie                              |           |       | BSI   |      |       |        |           |         |          |          |         |             |       |
| <b>Customer Service</b>                            |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Louise Hart/Ruth Cooper                            |           |       |       |      |       |        |           |         |          |          |         |             |       |
| <b>Human Resources – Employees</b>                 |           |       |       |      |       |        |           |         |          |          |         |             |       |
| Teresa Haskins                                     |           |       |       |      |       |        |           |         |          |          |         |             |       |



## 4.2 Near Miss Reporting

| REPORT NUMBER  | TARGET DRAFT TO SPONSOR  | TARGET DATE TO FINALISE WRITE UP | TARGET DATE TO EMT          |
|--|--|----------------------------------|-----------------------------|
| NMR34 Social worker student scheme   | Sept 2013  | Sept 2013                        | Oct 2013                    |
| NMR35 Income calculation error   | Aug 2013   | Aug 2013                         | Sept 2013<br>COMPLETED      |
| NMR36 FTP status maintenance   | Sept 2013  | Sept 2013                        | Jan 2014                    |
| NMR37 Typographic error on Registration certificates   | Oct 2013   | Jan 2014                         | Jan 2014                    |
| NMR38 UAT on NetRegulate resulted in updating live records.  | In draft   |                                  | Feb 2014 EMT postponed      |
| NMR39 Some Social Worker letters to registrants being removed for non- payment were dispatched from the printers with missing address lines. | Dec 2013   | Jan 2014                         | Feb 2014 EMT postponed      |
| NMR40 Claim of Reciprocity agreement with Commission on Dietetic Registration  | Dec 2013 – in progress, awaiting information from external party |                                  | Feb 2014 EMT postponed      |
| NMR41 Letter contained past date for a direct debit payment  | In draft Feb 2014  | Feb 2014                         | Feb 2014 2014 EMT postponed |
| NMR42 Exploratory bore holes drilled by contractors damaged a gas main, potentially causing risk of explosion.                               | Jan 2014   | Jan 2014                         | Jan 2014                    |
| NMR43 Registration Advisor errors  | April 2014   | April 2014                       | May 2014                    |

### 4.3 Audits & updated processes

**Archive Audit:** The paper archive in the Cheshire mine has been examined, by the Registrations department. More cartons require assessment so we are examining to option of bringing those cartons to a secure site in London. This site will be assessed for the cost / convenience of examination vs. security question will be evaluated.

Council member recruitment processes and Independent prescribing processes have been drafted. A “Commons Health Committee process” is being drafted. Processes related to direct debit failure and subsequent removal have been updated in the Registrations IT system, and these changes must be updated to the QMS.

**Policy & Standards Audit:** Scheduled for September - completed

### 4.4 Corporate Risk Register Maintenance

| Register iteration | Draft circulated   | Collecting updates | EMT sign off      | Published               |
|--------------------|--------------------|--------------------|-------------------|-------------------------|
| 2013 January       | Completed          | Completed          | Completed         | Completed               |
| 2013 September     | Completed          | Completed          | Completed         | Completed               |
| 2014 January       | <b>In progress</b> | <b>In progress</b> | EMT Jan 2014?     | Audit Comm – March 2014 |
| 2014 September     | Not yet commenced  | Not yet commenced  | Not yet commenced | Not yet commenced       |

**Registrations Audit:** Scheduled for September - completed

**Human Resources Audit:** Scheduled for September - completed

**Partners Audit:** Scheduled for September – completed

**IT-back up processes:** October - completed

**Possible temporary Archive inspection site** – East London vs Cheshire mine – in progress

**Information Security around HCPC campus** – on going

#### 4.5 Registrant Number Forecasting

| Forecast iteration                                      | Draft circulated | Collecting updates       | EMT sign off                     | Published to Council/Cmte |
|---|------------------|--------------------------|----------------------------------|---------------------------|
| 2013 January/Feb (projection for budgeting)             | Completed        | Completed                | Completed                        | Completed                 |
| 2013 June (Post Financial Year End)                     | Completed        | Completed                | Completed                        | Completed                 |
| 2013 August (Update with additional timing information) | Completed        | Completed                | Completed                        | Completed                 |
| 2014 January/Feb / March                                |                  | Data collection Jan 2014 | UPDATING TO <b>FAST</b> STANDARD |                           |

#### 4.6 ISO27001 project Information Security Work

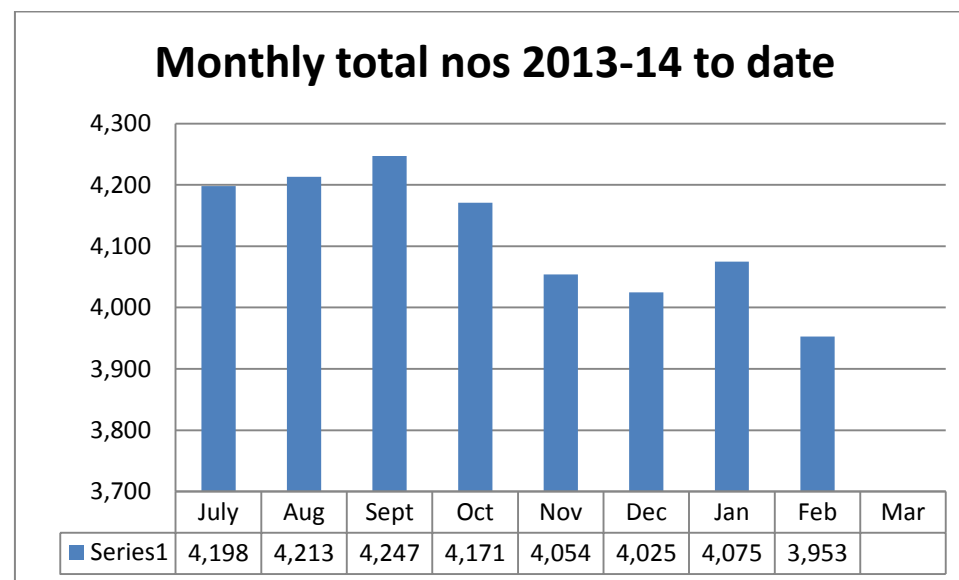
The database used by vsRisk, our asset monitoring tool has been upgraded to the latest version and the data migrated. A risk assessment of listed assets will be carried out as part of the ISO27001 project. An Information Security Management System (ISMS) is under construction.

#### 4.7 Business Continuity / Disaster Recovery Planning

Monthly updates to employee contact details circulated as per schedule. A BCM exercise with CDT in November was carried out. An evaluation of electronic delivery methods will be undertaken in early April 2014.

#### 4.8 Information & Reporting Activity

Current carton/box numbers within the archive system. Registrations storage is being assessed to validate scanned copies exist before hard copy destruction.



**Other items**

A small group of CDT is about to start looking at the content required for next financial years information security training for employees and contractors, partners and members.

**4.9 Departmental Matters**

The Information Service Manager retired in February.

A new role of Quality Compliance Auditor will be recruited for as soon as possible covering an adjusted range of tasks.

A Business Analyst will be recruited into the Operations area in the new financial year.

## **5. Facilities Commentary: Stephen Hall**

### **5.1 Employees**

There are six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, post room, health & safety and building project management.

### **Health & Safety**

A review of the current Health & Safety Policy will be carried out with a report to Council in July 2014.

In the last 12 months, 4 accidents have been reported, 1 of which resulted in a visit to A&E at the local hospital. 2 of the other reports relate to incidents that did not occur of HCPC premises and the remainder was as a result of an employee failing to follow Manual Handling procedures. The latter will result in refresher training being offered to HCPC employees.

### **5.2 186 Kennington Park Road**

Work is continuing in conjunction with Architects and Cost Consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

On Sunday 8 December, whilst trial bore holes were being excavated to ascertain the ground conditions, the contractor fractured the gas supply to the property. As a result of this, a new supply main has been laid and the gas meter has had to be relocated to the front

of the property. The supply was reinstated before Christmas 2013. HCPC will be settling the invoices from the gas supply company and a third party contractor for reinstating the supply to the property and will be reclaiming this expenditure back from the contractor who caused the initial damage. Settlement for this damages has now been received from the insurers of the third party contractor and we are now awaiting a suitable date for them to re-visit the premises to conclude their investigations

### **5.3 Leak to Basement of 33 Stannary Street**

On Monday 4 November the Basement Meeting Room and stair lobby to 33 Stannary Street were found to be flooded. Investigations would seem to point to rainwater ingress from parts of the building not under the control of HCPC being the cause of the problem. Damage has been incurred to the fixtures and fittings to this area, including the meeting room table. Insurers have been notified and a claim will be lodged. In the meantime, the affected area will have all damaged floor and wall finishes removed to allow the area to dry out pending approval from insurers to proceed with remedial works to re-fit and redecorate this area.

HCPC's insurers have given approval for the replacement of the damaged base to the meeting room table. The Landlords insurers have now given the go-ahead to carry out the remedial works to

reinstate this room and work is scheduled to commence on Monday 27 January.

The works to this area now concluded and this facility is now back in use.

**5.4 Redecoration to areas within 186 Kennington Park Road**

Redecoration work has been carried out to areas on the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floors of 186 Kennington Park Road to provide additional meeting room and office space. This was concluded on 16 January and is now in full use.