

Operations Report to Finance & Resources Committee, 23rd June 2009

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Summary

This paper provides an update from the Registration Department for the period 1 March to 31 May 2009.

1) Operational Performance

a) Telephone Calls

The Registration Department answered 98.8% of calls within 30 seconds which exceeds our service standard of answering 80% of calls within 30 seconds.

i) UK Telephone Calls - During the period from 1 March 2009 to 31 May 2009 the team received a total of 12,210 telephone calls which is 561 less than the same period two years ago and 99% of these calls were answered.

ii) International Telephone Calls - During the period from 1 March 2009 to 31 May 2009 the team received a total of 3357 telephone calls which is 480 less than the same period two years ago and 94% of these calls were answered.

b) Application Processing

i) UK Applications - A total of 1268 new applications were received during this period and 1181 individuals were registered, which is 371 less than the same period last year. Applications took less than one working day to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took less than one working day to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 512 new international applications were received in this period and 511 individuals were registered which is 72 less than the same period last year. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

c) Emails

i) UK Emails - The team received approximately 60 emails per day and responded to these on the day of receipt which is well within our service standard of five working days.

ii) International Emails - The team received approximately 20/30 emails per day and managed to respond to these on the day of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit

There were no assessment days during this period but registration assessors continued to assess profiles that required further information.

2) Resource

a) Employees

The department is operating within the budgeted headcount.

Chantelle Mayoss joined the team as a Team Leader.

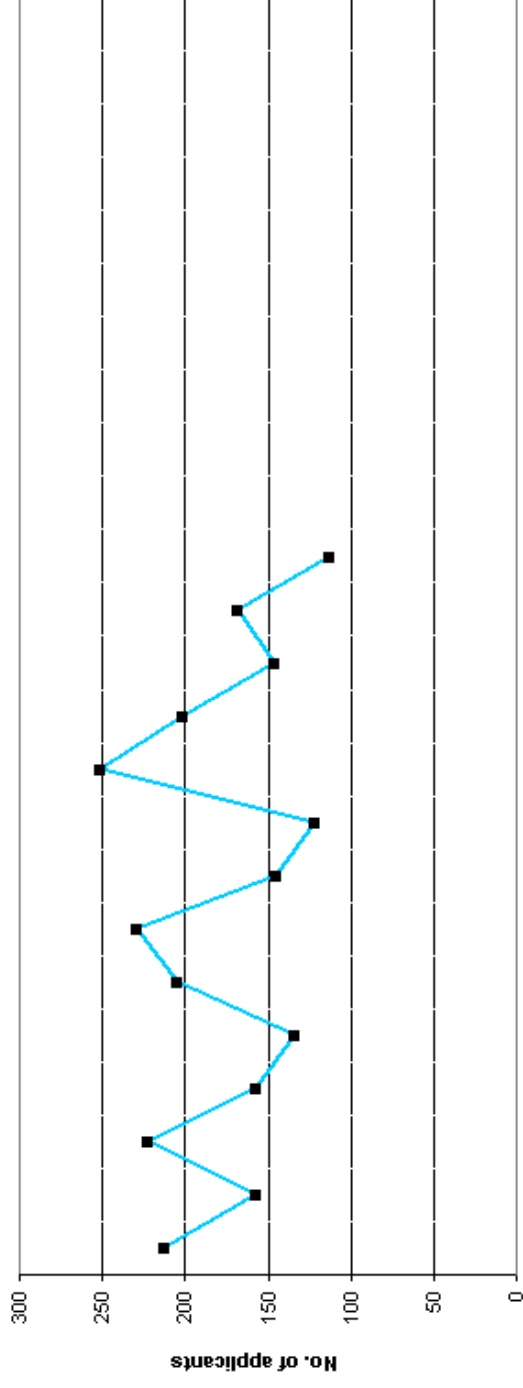
b) Partners

The department has worked with the Partner Department to recruit and train Psychologist Registration Assessors. The team also commenced delivering a series of six refresher Registration Assessor training days to 136 Registration Assessors and also delivered training to seven newly recruited Orthoptist and Paramedic CPD Registration Assessors. The department is currently recruiting CPD Registration Assessors for the next five professions that are due to be audited.

c) Registration Renewals

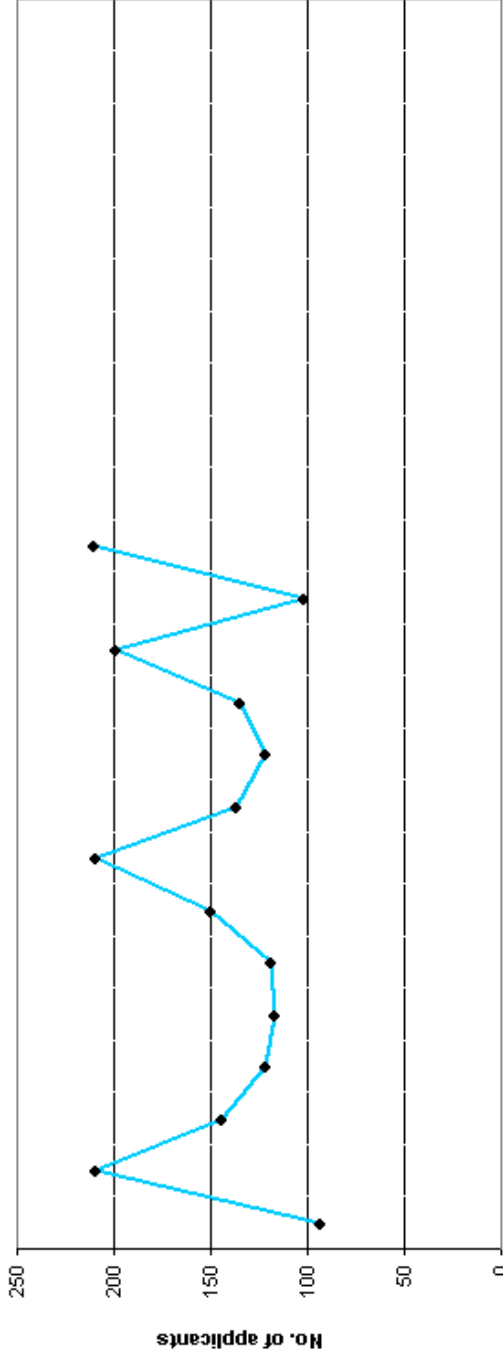
At the start of June 2009 Paramedics and Orthoptists will be invited to renew their registration. Following feedback from registrants there has been some minor changes to the authentication card which is attached to all new registration certificates. The authentication code has been repositioned on the card so that it is more prominent and the narrative 'HPC's password to talk to you' has been renamed 'HPC's telephone pin code to talk to you'.

Health Professions Council New International Applications Received April 2007 - March 2009 International Registration ration



	2008												2009												2010												2005/6		2006/7		2007/8		2008/9		2E+05	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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	YTD		
Arts Therapists	4	0	0	3	2	2	0	2	0	0	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	14	15	14	16	16	16	2	2			
Bio. Scientists	22	19	34	28	19	30	27	4	28	31	30	26	26	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	756	496	323	298	298	38	38	38			
Chiropractors/Pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	40	51	41	23	23	2	2	2			
CI Scientists	7	6	5	7	2	3	4	1	2	8	0	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	65	62	59	49	49	9	9	9			
Dietitians	10	6	18	9	8	12	9	9	3	18	16	10	16	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	192	149	119	128	128	30	30	30			
OTs	29	25	28	12	23	31	45	47	28	48	34	40	28	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	774	464	330	390	390	47	47	47			
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29	25	6	8	8	3	3	3			
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	7	5	3	3	0	0	0				
Paramedics	3	0	4	1	3	4	8	0	1	7	6	4	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	17	39	23	41	41	4	4	4				
Physiotherapists	85	52	73	62	53	86	73	47	28	79	67	54	55	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	1,665	1,131	791	759	759	97	97	97				
Prosth/Orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	10	9	6	9	9	1	1	1				
Radiographers	34	32	49	21	19	25	34	19	25	34	25	4	22	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	810	903	444	321	321	35	35	35				
SLTs	14	10	8	9	3	8	23	16	7	24	16	0	9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	249	153	139	138	138	13	13	13				
TOTAL	213	157	222	157	134	205	229	145	122	251	202	146	168	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	4,626	3,504	2,300	2,183	2,183	281	281	281				

Health Professions Council International Registrations April 2008 - March 2010

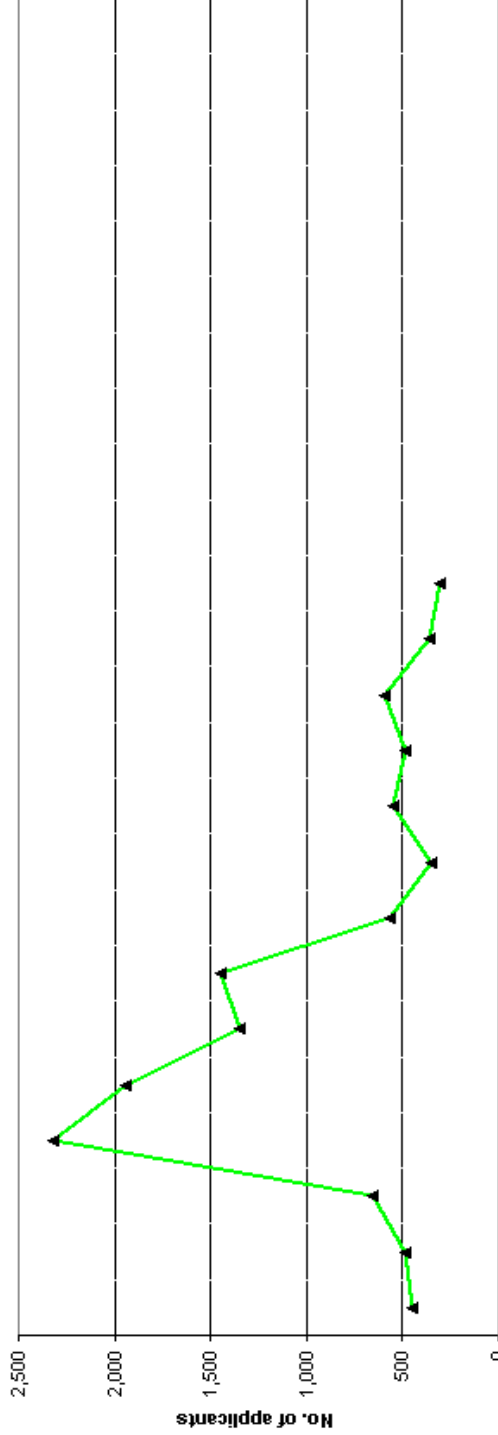


International Registration

Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2005/6	3	6	8	6	8	6	8	6	8	6	8	6
2006/7	417	439	231	236	26	35	30	28	5	25	37	39
2007/8	93	138	94	97	13	615	509	302	283	61	6	7
2008/9	6	7	5	2	2	3	4	3	0	6	16	14
2E+05	1,193	985	567	608	125	6	4	6	3	0	496	820
YTD	3,107	3,172	1,862	1,756	312	218	173	134	105	18	218	173

	2008												2009												2010		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Arts therapists	0	0	2	0	0	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0				
Bio. scientists	19	16	15	17	21	22	16	22	16	28	14	30	8	18													
CI scientists	1	0	3	4	5	1	4	3	1	2	3	1	1	4													
Chirops/pods	1	4	2	1	6	1	4	2	2	0	3	1	0	0													
Dietitians	2	1	2	17	7	9	16	7	3	3	14	16	7	6													
OTs	23	28	17	24	19	8	8	41	24	28	28	35	32	29													
ODPs	0	1	0	0	0	0	0	1	0	0	0	0	0	2													
Orthoptists	0	0	1	0	0	0	1	0	0	0	0	1	0	0													
Paramedics	0	0	2	1	1	1	0	5	5	1	3	3	2	1													
Physiotherapists	8	134	61	31	32	45	51	74	51	28	50	43	12	113													
Prosth/orthotists	0	0	0	1	0	0	0	1	0	0	0	1	0	0													
Radiographers	31	15	33	22	19	26	33	42	29	25	7	54	31	28													
SLTs	8	10	6	4	7	5	15	11	6	7	13	13	9	9													
TOTAL	93	209	144	122	117	119	150	209	137	122	135	199	102	210													

Health Professions Council New UK Applications Received April 2008 - March 2010

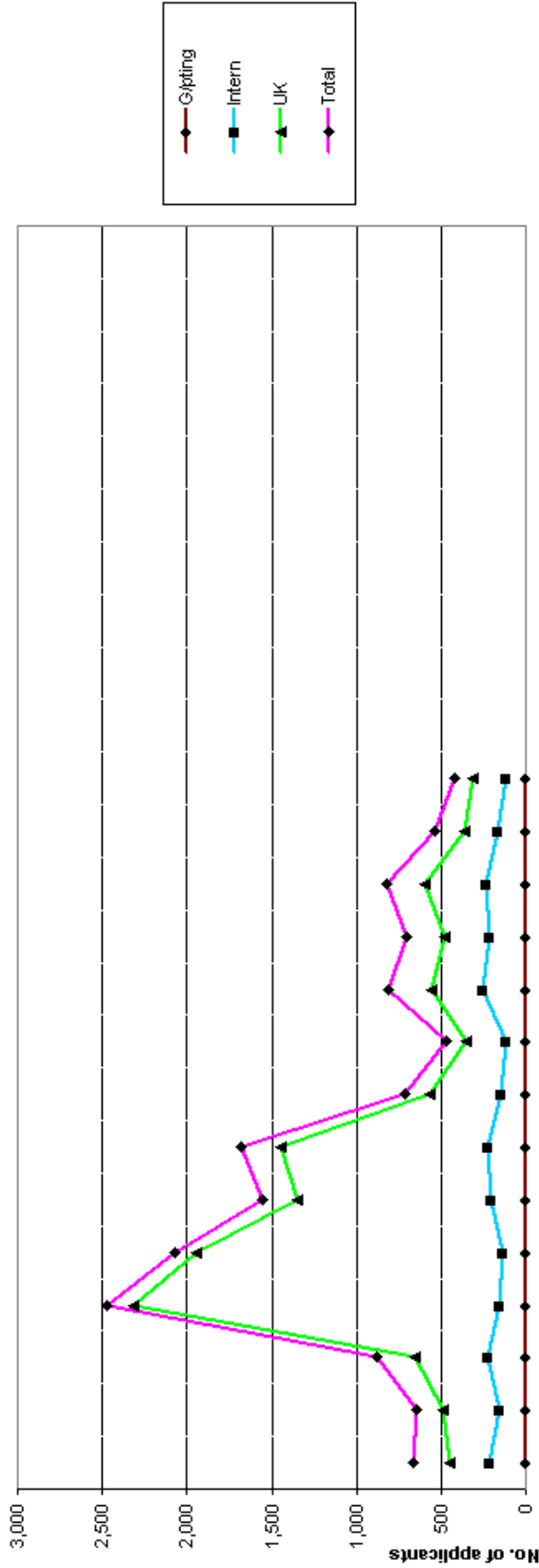


	2008												2009												2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Arts Therapists	24	14	8	20	26	31	29	13	16	26	15	11	22	14																						
Bio. Sciences	50	57	42	66	117	110	121	71	47	61	27	66	45	45																						
Chiropodists	37	27	20	25	19	15	22	16	14	27	32	28	33	22																						
Chiropractors	5	1	36	153	111	55	57	13	6	13	10	9	6	4																						
Dietitians	31	13	65	115	52	28	69	14	11	8	12	35	16	8																						
OTs	72	65	3	297	380	302	317	105	60	61	108	103	55	43																						
ODPs	39	21	7	35	92	179	117	26	30	46	23	20	34	16																						
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0																						
Parasitologists	88	193	109	108	150	119	171	137	72	163	92	114	62	85																						
Physios	62	58	135	748	534	268	265	99	56	97	92	117	50	36																						
Podiatrists	0	3	5	0	0	1	26	6	3	1	5	1	1	1																						
Rads	25	9	155	618	249	104	108	18	10	20	32	28	11	25																						
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	27	10																						
TOTAL	454	484	656	2,320	1,940	1,347	1,449	569	350	548	485	592	362	309																						
	2005/6	2006/7	2007/8	2008/9	2009/10																															
	FYE	FYE	FYE	FYE	FYE																															
	234	184	170	233	36																															
	912	690	689	835	90																															
	155	145	167	282	55																															
	399	341	415	469	10																															
	367	331	359	453	24																															
	1,544	1,327	1,321	1,873	98																															
	754	668	804	635	50																															
	34	41	41	106	0																															
	1,247	807	931	1,516	147																															
	2,051	2,120	2,276	2,531	86																															
	46	32	35	51	2																															
	1,008	1,051	1,108	1,376	36																															
	746	582	655	834	37																															
	9,497	8,319	8,971	11,194	671																															

Health Professions Council

Application Types Received April 2008 - March 2010

International & UK Registration



Apps Received	2008												2009												2010			2005/6		2006/7		2007/8		2008/9		2009/10	
	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	FYE	FYE	FYE	FYE	YTD		
Gipping	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,479	20	0	0	0	0	0	0	0	0	0		
Intern	213	157	222	157	134	205	229	145	122	258	218	230	168	114											4,626	3,504	2,300	2,290	282								
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310											9,497	8,319	8,971	11,199	675								
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	533	424											16,602	11,843	11,271	13,489	957								

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

HPC Major Projects June FY 2009/10 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul style="list-style-type: none"> • Legislation has been approved by Scottish Parliament, the House of Commons and the House of Lords • Awaiting approval from Privy Council • SET approved • IT systems changes undergoing testing
MP34	Online Applications and Renewals Phase 1	<ul style="list-style-type: none"> • Delays have been encountered by Digital Steps Ltd in delivering the system into the User Acceptance Testing phase of the project due to the following: <ul style="list-style-type: none"> – Issues encountered in setting up the testing environment – More testing issues being found than originally planned for – More HPC initiated scope changes being requested than anticipated
MP27	Replacement of Finance system Phase 2	<ul style="list-style-type: none"> • Project closed
MP31	Vetting and Barring system Phase 1 - applicants	<ul style="list-style-type: none"> • Project has initiated
MP37	Renewals cycle review	<ul style="list-style-type: none"> • Project has initiated

HPC Major Projects 2009/10 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	09/10 Budget*	Due Date	Status
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	Y	£100(C) £144(O)	14/12/08 10/02/09 10/07/09 03/09/09	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£55(C) £27(O)	01/04/09 01/04/10 29/05/10	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Complete subject to final invoice
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y		18/07/08	Closed
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	Y	£300 (C) £128(O)	20/03/09 01/11/09	
MP31	2a	Vetting and Barring Scheme Phase 1 – applicants	Operational and technology changes to comply with the requirements of the Safeguarding Authority protecting children and vulnerable adults	Marc Seale	Kelly Johnson	Y	Y	N	£15(C) £28(O)	30/09/10	
MP35	2c	Registration fee changes 2011	Implementation of updated fees	Marc Seale	Simon Leicester				£8 (O)		To be initiated July 09

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline

Date: 2007-06-31
Ver: a

Dept/Unit: OPT

Doc Type: AOD

Title: Project summary 2007-8 May



Status of project has improved since last reporting cycle

Status of project is static since last reporting cycle

Status of project has declined since last reporting cycle


* All amounts in £000's

(C) = Capex

(O) = Opex

Status: Int. Aud. Public
Draft: DD: None
RD: None

HPC Major Projects 2009/10 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP36	4	FTP case management system Phase 1	Analysis of the technology solutions available that would allow the FTP department to work from a single case management system	Marc Seale	Kelly Johnson				£134(C) £11 (O)		Currently initiating
MP37	4	Renewals cycle review	Operational review of current renewal cycle dates to assess if there would be a benefit in changing the dates to remove the peaks and troughs in the renewal cycle	Greg Ross Sampson	Richard Houghton	Y	Y	N	£12 (C)	28/02/10	
MP38	5	Transfer of IT hosting provision	Transfer of the HPC IT Continuity and Web services to an alternate supplier	Marc Seale	Guy Gaskins				£15(C) £74 (O)		To be initiated August 09

Key:

- Green – Project is due to meet deadline
- Amber – Indications are that it is probable that project will miss deadline
- Red – Project has missed deadline



- ↑ Status of project has improved since last reporting cycle
- Status of project is static since last reporting cycle
- ↓ Status of project has declined since last reporting cycle

* All amounts in £000's
(C) = Capex
(O) = Opex

Facilities Management – Steve Hall

Staffing

There are six permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Catering, Health & Safety, Insurance and Building Project Management.

The works have commenced on-site in Mid-May for Phase 2 and the steel framework of the new building is now in place. Please see separate paper for detailed report on these works. It is anticipated that they will be complete by the end of September 2009.

22-26 Stannary Street Building Project

The final invoice value for Phase 1 works is still being negotiated on HPC's behalf by Davis Langdon, Cost Consultants and Quantity Surveyors for the project. (Please see separate paper)

Other building works

Orders have been placed to replace the external windows and doors to the Kitchen of Park House and to replace the Central heating boiler for the same. Work to be carried out during the summer of 2009.

Business Process Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

An internal audit schedule for 2009-10 is underway. It. The HR Partner processes have been audited. A medium scale IT project (PC Refresh) has been audited.

Feedback and Customer Service has been audited again.

Mapping all Facilities processes in greater detail is continuing.

Mapping Communications processes in greater detail has commenced.

QMS process updates

Risk Management processes have been updated to include changes to the process of updating the register.

A combined feedback & information requests process is being developed to run across the entire organisation as a result of an earlier QMS internal audit. This includes specific statutory process routes, FTP, where we must ensure FTP get earliest possible site of potential new cases.

A "Corrective and Preventive Action process sign off" process has been developed. (Process for process changes checking).

A log of required changes will now be maintained.

Other information & data security work across HPC is ongoing. We are currently looking at matching requirements highlighted by CISMP as best practice.

HMRC Corporate Governance have supplied information on their Corporate Risk Management but not the actual roles required by the Poynter Review. A second Freedom of Information request has been made, and we are awaiting the outcome. The probable Chief Information Security Officer will be tackled at the European Network and Information Security Agency (ENISA) meeting in June. To determine if the Poynter Review is being followed completely. The proposed Risk and Security roles will be evaluated as potential new best practice.

BSI Audit

BSI audited the Fitness to Practice, and Quality Management Systems organisation and review process on 28th April 2009. No nonconformities were reported. We maintain our registration. A copy of the report is attached.

BSI evaluated our existing ISO 9001:2000 systems to determine if upgrading to 9001:2008 was possible. Key changes are around how we use suppliers for delivery of key business services, Risk Management, Environment and customer data. Two minor changes were made on the spot to wording of individual sections, and our Management System has been recommended for approval to the ISO9001:2008 standard. A new certificate has been issued.

The next audit by BSI will be on 22nd October 2009.

Cherise Evans attended the BSI Regional Business Forum on ISO9001 and how it can be used to improve businesses.

Roy Dunn attended the BSI Regional Business Forum on Risk Management.

Business continuity

A test of HPC's business continuity provision took place on 22nd May, with EMT members and CDT members being intercepted as they arrived.

The scenario was based around environmental impact. CPSM at Park House was severely disrupted in the 1970's by a sewerage flood in the basement. This formed the basis for the test.

Systems were rapidly brought into service from the replicated servers at Star. The current DR/Business Continuity plan was followed, and a report on how the test worked will be provided.

On the 20th May a group of Registrations and Finance Department employees visited the DR site near Uxbridge to be shown around the types of facilities offered, listen to a presentation on HPC's cover and take part in a quiz on staying or leaving Park House under certain types of scenario.

Information & data management

Planning is taking place around integration of all intranet based information sources, Springfield, QMS and "Intranet".

Report templates have been updated for the new Financial year. Advice has been received from our legal advisors, resulting in further negotiation on terms with the preferred supplier.

Risk Register

Next update to the Risk Register is being prepared for, and will take place in the Autumn.