

Operations Report to Finance & Resources Committee, 10th February 2010

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Registration – Richard Houghton

Summary

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

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 October to 31 December 2009 the team answered a total of 31,313 telephone calls which is 7,798 more than the same period two years ago and represents a 33.2% increase in the number of calls the department handled.

ii) International Telephone Calls - During the period from 1 October to 31 December 2009 the team answered a total of 2,961 telephone calls which is 468 more than the same period last year and represent an 18.8% increase in the number of calls the department handled.

b) Application Processing

i) UK Applications - A total of 3,113 new applications were received during this period and 3,256 individuals were registered, which is 808 more than the same period last year. Applications took on average eight working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 503 new international applications were received in this period and 333 individuals were registered which is 163 less than the same period last year. Applications were on average being processed within eight to ten weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

iii) Grandparenting Applications – A total of 38 new grandparenting applications were received in this period and 19 individuals were registered.

c) Emails

i) UK Emails - The team received approximately 100 emails per day and responded to these on average within two days of receipt which is well within our service standard of five working days.

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

d) Continuing Professional Development (CPD) Audit

We requested CPD profiles from 2.5 per cent of biomedical scientists and radiographers during this period and assessment days continued to be held.

e) Registration Renewals

Three professions renewed their registration during this period; occupational therapists, practitioner psychologists and biomedical scientists. The usual three month renewal window was extended for all three professions due to the disruption caused by the postal disputes.

Occupational therapists

A record total of 95% of occupational therapists successfully renewed their registration for the next two-year cycle, which is an improvement of 3.3% compared to the last renewal period.

Biomedical scientists

A record total of 96.1% of biomedical scientists successfully renewed their registration for the next two-year cycle, which is an improvement of 4% compared to the last renewal period.

Practitioner psychologists

Practitioner psychologists renewed their registration for the first time during this period. An impressive 92.8% renewed successfully.

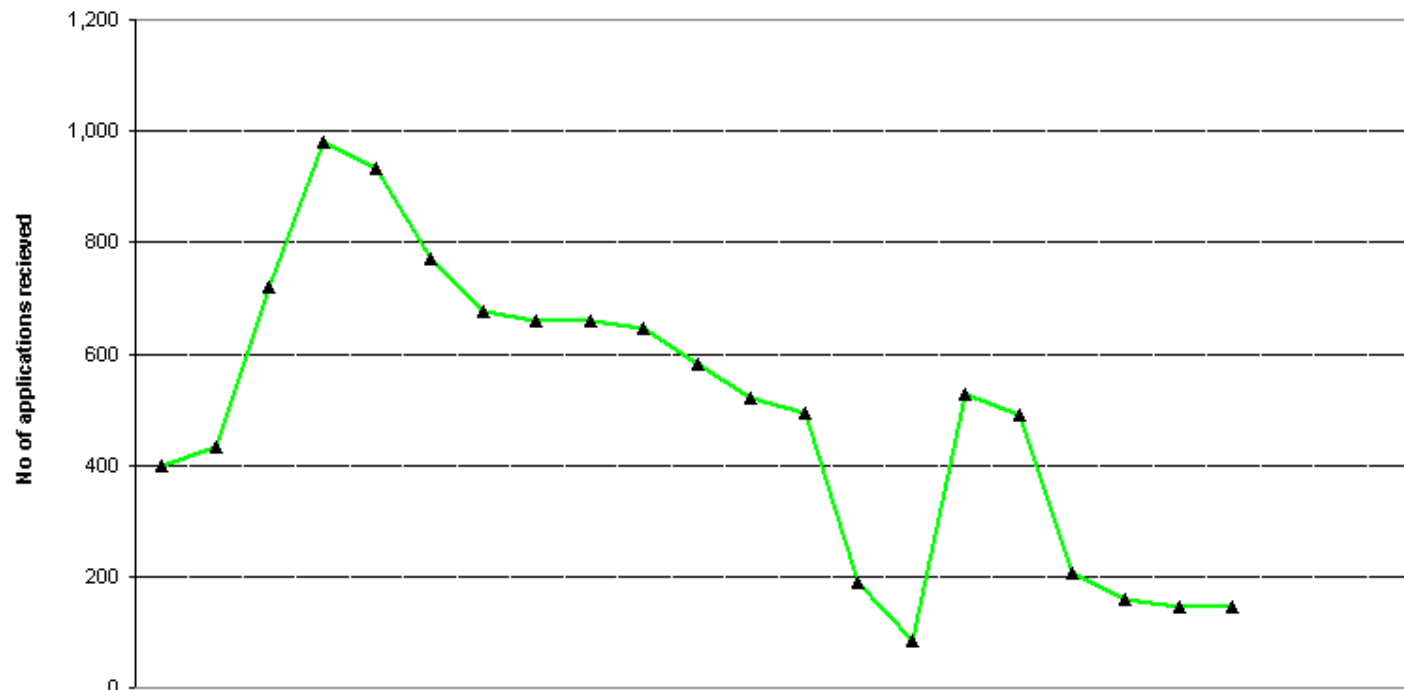
2) Resource

a) Employees

The department is operating within the budgeted headcount.

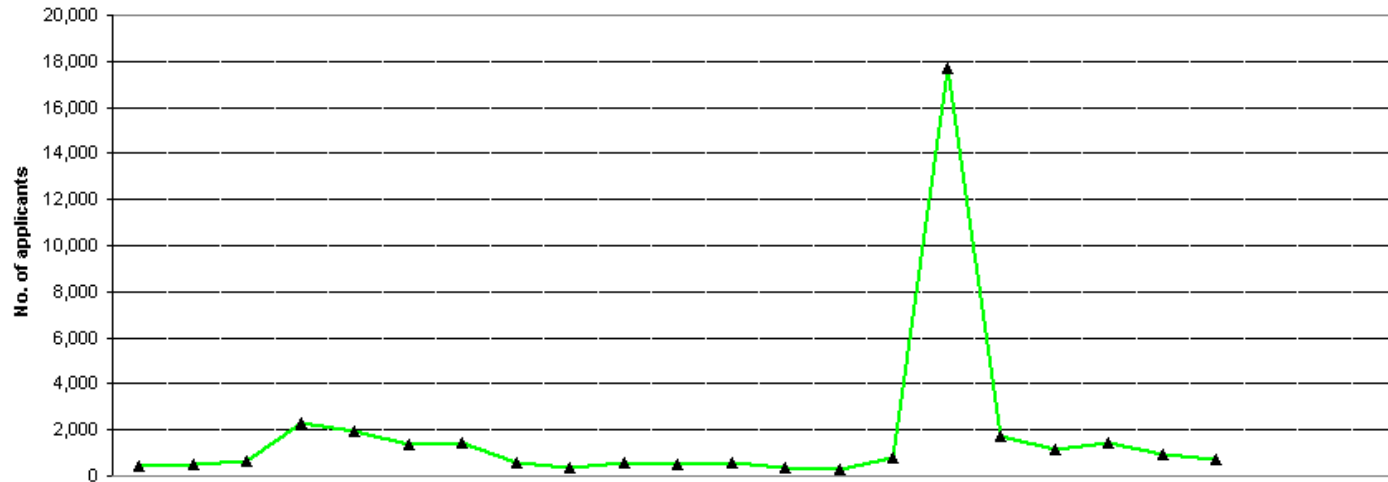
Health Professions Council		New International Applications Received April 2008 - March 2010																					Registration Department							
		2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts Therapists		4	0	0	3	2	2	0	2	0	0	2	1	1	1	1	0	0	0	2	0	2				14	15	14	16	7
Bio. Scientists		22	19	34	28	19	30	27	4	28	35	32	29	27	22	28	19	25	35	22	9	29				756	496	323	307	216
Chirops/ Pods		2	4	3	4	1	2	1	0	0	1	3	2	1	1	4	4	3	5	0	1	4				40	51	41	23	23
CI Scientists		7	6	5	7	2	3	4	1	2	8	0	5	5	6	5	5	4	5	4	4	5				65	62	59	50	43
Dietitians		10	6	18	9	8	12	9	9	3	19	19	10	20	17	14	12	13	7	5	7	10				192	149	119	132	105
OTs		29	25	28	12	23	31	45	47	28	53	37	46	30	27	24	19	44	33	19	21	40				774	464	330	404	257
ODPs		0	2	0	1	0	2	2	0	0	0	0	1	3	0	1	1	2	0	0	0	0				29	25	6	8	7
Orthoptists		2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0				5	7	5	3	1
Paramedics		3	0	4	1	3	4	8	0	1	8	9	5	2	6	7	2	3	2	3	4	3				17	39	23	46	32
Physiotherapists		85	52	73	62	53	86	73	47	28	76	70	69	69	71	74	48	83	50	46	35	63				1,665	1,131	791	774	539
Pract Psychos																	2	11	13	13	16	28								83
Prosth/Orthotists		1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	0	0	0	0	0	0				10	9	6	9	2
Radiographers		34	32	49	21	19	25	34	19	25	33	25	48	25	25	37	29	26	26	23	20	28				810	903	444	364	239
SLTs		14	10	8	9	3	8	23	16	7	24	18	14	11	9	20	5	19	19	9	5	23				249	153	139	154	120
Total		213	157	222	157	134	205	229	145	122	258	218	230	194	187	216	146	233	195	146	122	235				4,626	3,504	2,300	2,290	1,674
All received applications, including those that may subsequently be returned, rejected or withdrawn.																														
* Practitioner psychologists section of register opened 1st July 2009																														

Health Professions Council Status of UK applications at end of each month April 2008 - March 2010 Registration Department



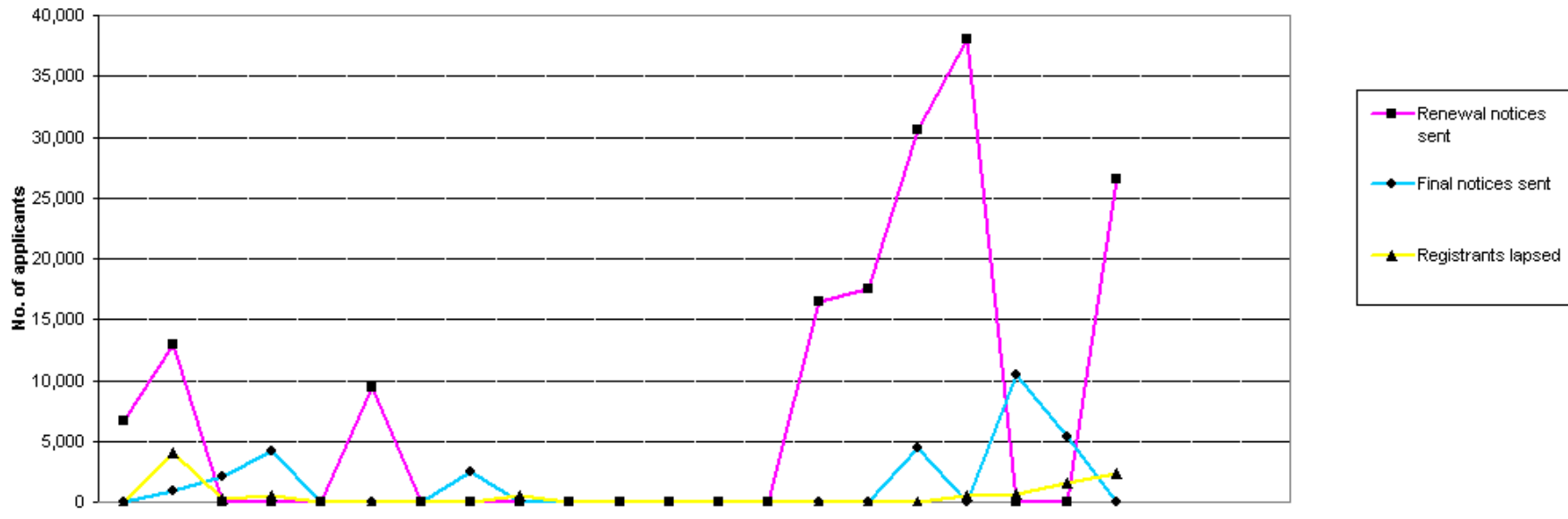
	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Minimum info	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475	487	202	156	145	145				477	279	302	632	256
At scrutiny	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50	2	1	1	1	1				33	84	51	31	14
Pending reg fee	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1	2	2	1	1	1				2	28	6	2	2
Total	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526	491	205	158	147	147				512	391	359	665	271
													AVERAGE																

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

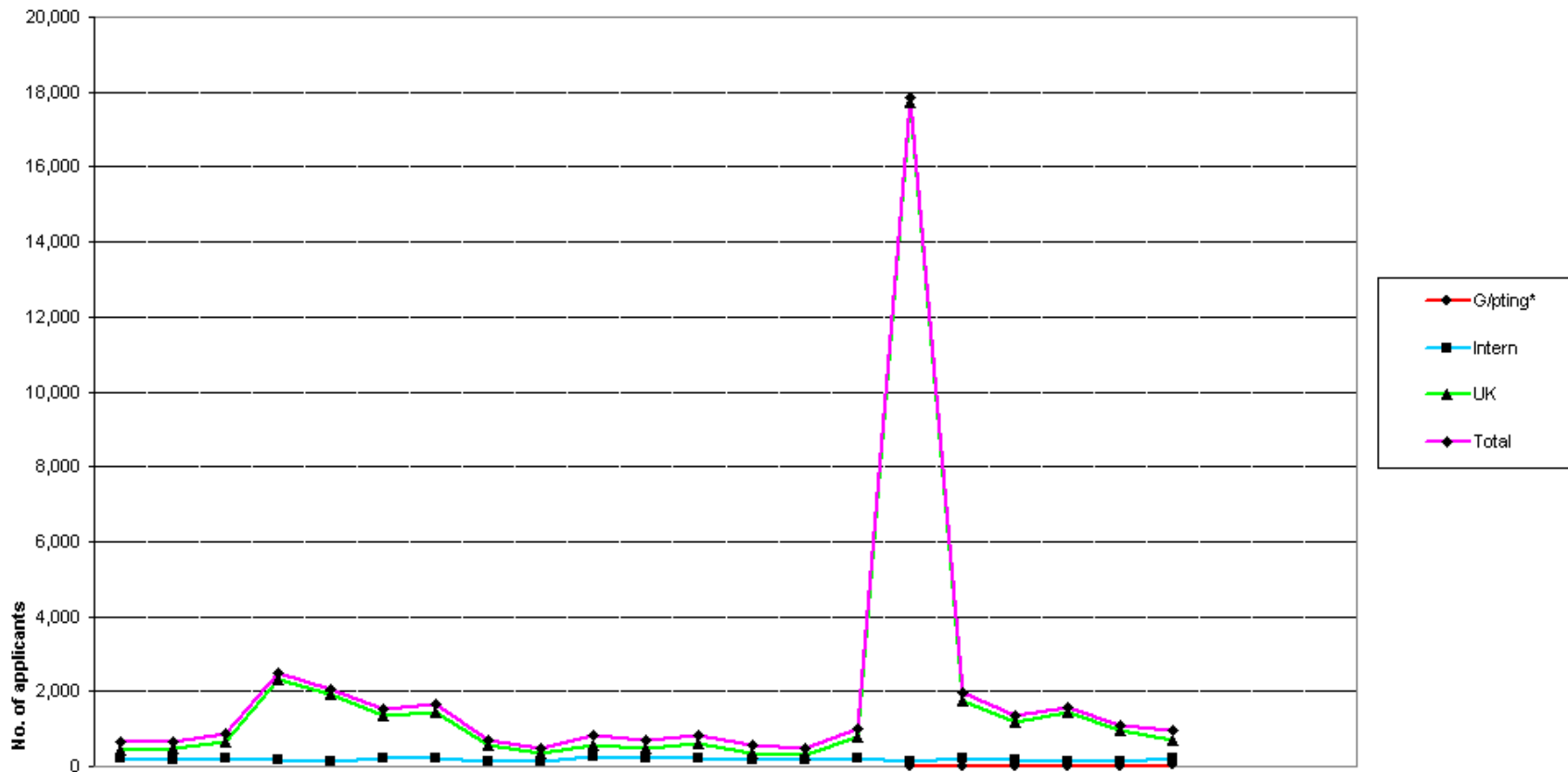


	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22	35	24	26	23	14				234	184	170	235	203
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93	106	85	94	88	78				912	690	689	836	678
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144	89	39	28	19	8				155	145	167	282	396
CI Scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12	18	13	16	16	19				399	341	415	469	142
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151	60	36	51	13	15				367	331	359	452	404
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318	356	243	231	145	73				1,544	1,327	1,321	1,873	1,552
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16	61	120	121	37	35				754	668	804	636	449
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12	11	6	9	4	3				34	41	41	106	46
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110	83	84	202	120	78				1,247	807	931	1,517	917
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670	469	200	204	80	76				2,051	2,120	2,276	2,531	1,973
Pract psychos*																15,564	68	92	250	317	256								16,547
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1	3	1	12	8	3				46	32	35	51	31
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480	217	98	100	24	17				1,008	1,051	1,108	1,377	1,185
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111	162	122	100	62	38				746	582	655	834	660
Total	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704	1,738	1,163	1,444	956	713				9,497	8,319	8,971	11,199	25,183

* Practitioner psychologists section of register opened 1st July 2009



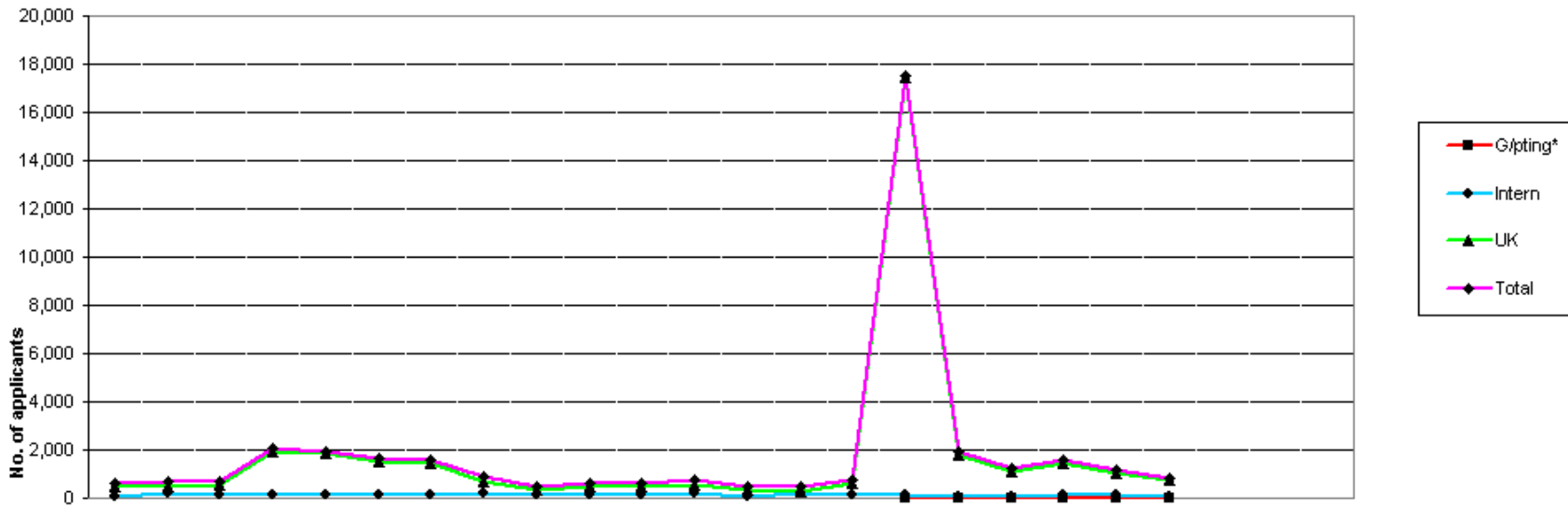
	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10																		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD									
Renewal notices sent	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552	30,548	38,086	0	0	26,481							142,363	27,711	153,982	29,138	129,076						
Final notices sent	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	4,391	0	10,456	5,396	0											36,261	25,909	50,531	9,546	20,243		
Total	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481											178,624	53,620	204,513	38,684	149,319		
Registrants lapsed	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0	0	0	462	645	1,534	2,355												9,448	5,388	8,885	5,550	4,996



Apps Received	2008			2009												2010			2005/6	2006/7	2007/8	2008/9	09/10						
	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	YTD
G/pting*																1	8	5	7	1	30				2,479	20	0	0	52
Intern	213	157	222	157	134	205	229	145	122	258	218	230	194	187	216	146	233	195	146	122	235				4,626	3,504	2,300	2,290	1,674
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704	1,738	1,163	1,444	956	713				9,497	8,319	8,971	11,199	25,183
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	559	497	1,006	17,851	1,979	1,363	1,597	1,079	978				16,602	11,843	11,271	13,489	26,909

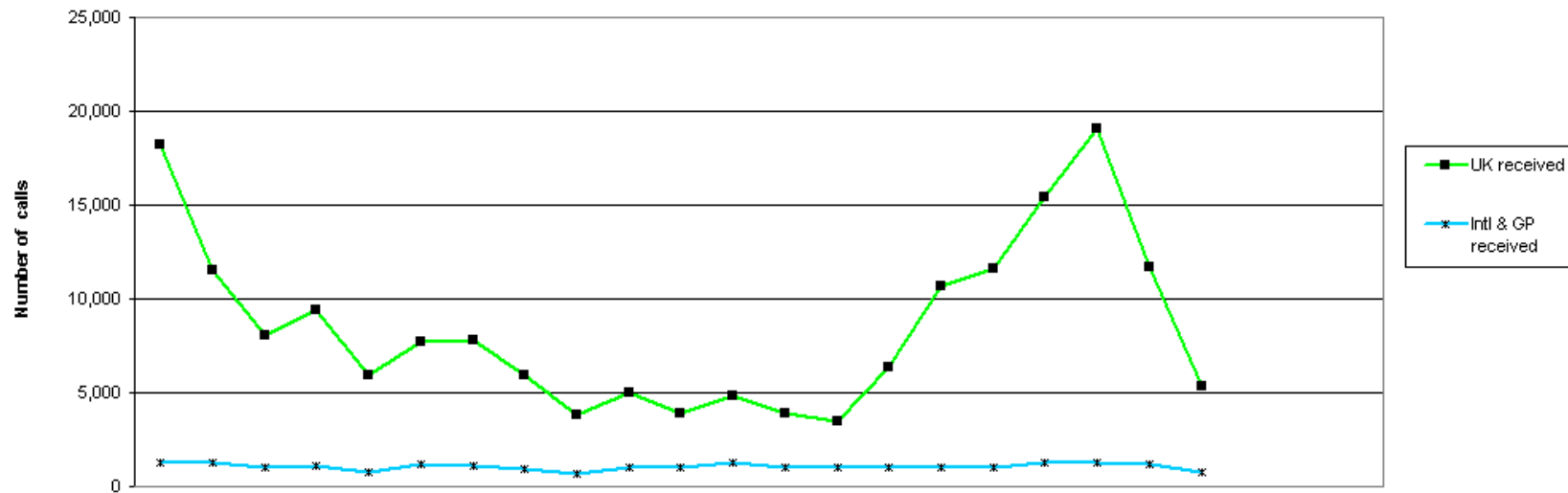
NB The data relates to application forms received, not total fees received.

* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10									
	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	YTD
G/pting *																0	2	2	2	15	2				2,295	283	9	0	23
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96	96	119	128	86				3,107	3,172	1,862	1,756	1,110
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	17,415	1,802	1,128	1,459	1,034	763				9,474	8,870	8,355	10,774	24,817
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	17,549	1,900	1,226	1,580	1,177	851				14,876	12,325	10,226	12,530	25,950

* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10									
	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	YTD
Intl & GP																													
Intl & GP received	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798				40,070	19,612	14,428	12,732	9,588
Answered	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,639	981	995	1,197	1,163	1,052	746				33,467	17,896	13,388	11,397	9,824
Calls answered (%)	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98	98	99	96	94	92	94				84	92	93	90	95
Adandoned	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23	18	15	52	77	96	52				6,627	1,716	1,040	1,335	442
Avg answer time (sec)	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15	18	20	34	44	54	42				25	14	13	36	30
Avg talk time (min)	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24	3.43	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23				2.32	2.64	2.79	3.25	3.15
UK																													
UK received	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918	4,822	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329				70,233	72,488	123,967	92,018	87,507
Answered	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889	4,766	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108				50,518	67,493	91,923	78,293	81,036
Calls answered (%)	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99	99	98	92	84	87	96				70	93	79	92	95
Adandoned	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26	180	269	1,180	3,063	1,497	221				10,719	6,335	32,034	13,725	6,471
Avg answer time (sec)	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12	21	26	61	118	137	35				64	45	102	85	49
Avg talk time (min)	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41	2.48	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43				1.78	2.16	2.65	2.58	2.35

HPC Major Projects Nov FY 2009/10 Narrative

No.	Project name	Commentary
MP34	Online Applications and Renewals Phase 1	<ul style="list-style-type: none"> ▪ The roll out date for the online renewals system has been pushed out by a further 8 weeks. This is due to a number of reasons, including: <ul style="list-style-type: none"> – resolving issues to ensure that the maximum number of registrants can use the system – ensuring that the user experience when the maximum number of registrants is reached is clean and acceptable – resolving issues with the data replication between the main system and the Disaster Recovery system – delays in getting approval from the credit card handling service to go-live with the system ▪ The internal application required to run the online service has now been deployed and it is expected that by the presentation of this report the online service would be available to all registrants. ▪ The expected date for closure of this project is 31st March 2010
MP37	Renewals cycle review project	<ul style="list-style-type: none"> ▪ The project has now closed, it was determined that there was not a valid business case for changing the renewals cycles for the 13 professions at present.
MP38	Transfer of IT hosting provision	<ul style="list-style-type: none"> ▪ Initiation has been commenced, the scoping exercise has completed and initial tasks have been commenced. It is expected that initiation will have been completed by the presentation of this report. ▪ The project will be completed by 31st March 2010.

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
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	
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 15/11/09 31/03/10	
MP31	2a	Vetting and Barring Scheme Phase 1 – applicants	Operational and technology changes to comply with the requirements of the Independent 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	Gary Butler	Y	Y	N	£8 (O)	30/04/10	
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	Y	Y	N	£134(C) £11 (O)	30/04/09	
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	Project closed

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

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
MP38	5	Transfer of IT hosting provision	Transfer of the HPC IT Continuity and Web services to an alternate supplier	Marc Seale	Guy Gaskins	Y			£15(C) £74 (O)		See narrative

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 team have been 1 member down since 23 December due to a fracture suffered by one of the Receptionists. At the time of writing we have no return date but are keeping in constant contact. The role is being covered internally without additional resource

22-26 Stannary Street Building Project

The final account for Phase2 has now been agreed at £419,750. The professional fees, etc came to £61,213. Total spend is £480,963. The project budget is £575,000 which results in an under spend of £94,037.

Other building works

Additional Access Control was installed throughout the building installed late November/early December. At the time of writing, the new control system has not yet been switched on as issues involving the interface between the access control system and the lifts have been indentified. Work is continuing to find solutions to this.

Health & Safety

The Facilities Manager is undertook formal training in early December with a view to obtaining the Institute of Occupational Safety and Health (IOSH) qualification in Managing Safely. At the time of writing, the results of the examination are still awaited.

Business Process Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2009-10 continues.

Planning for 2010-11 Financial year has taken place and budget proposals constructed.

A cross company audit of Starters and Leavers processes is taking place, in HR, Facilities and IT departments.

An audit of document cartons at the hardcopy archive looked at 422 of 3000 cartons. Most were in good condition, although security at the archive site is not as strict as we would like.

QMS process updates

Input to various departmental initiatives has taken place to improve the robustness of our processes.

Information & data security work across HPC is ongoing with the development of some of the draft required policies.

BSI Audit

BSI audited HPC to the ISO9001:2008 standard, on 21st October.2009. We are arranging the next audit for 2010

Business continuity

Small changes and additions to processes are being made to keep the Disaster Recovery plan current. An update relating to on-line file replication will be required when the ISP migration is completed. Updates will also be required in ICM's common build.

Information & data management

Integration of all intranet based information sources, Springfield, QMS and "Intranet" Phase 1 is completed. Post roll out further work will be required to implement automated document and change control within the QMS part of the system

Reports for the on-line renewals project are being developed by our supplier.

The Poynter review, our response to "Review of information security at HM Revenue and Customs. Final report". Kieran Poynter (June 2008) has been completed, and was presented to Audit Committee in December 09.

We have obtained Information Security insurance cover to the value of £3 million.

ISO27001 is a key recommendation from the Poynter Review, and Information Commissioners Office best practice, and we are looking to start working toward the standard as soon as time and budgets allow in 2010-11.

We are in the final stages of contract clearance for the new Archive supplier.

Risk Register

The initial work on the next version of the Risk Register (February 2010) has commenced.