

## Operations Report to Finance & Resources Committee, 19 July 2012

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## Registration – Richard Houghton

### Summary

This paper provides an update from the Registration Department for the period 1 May to 30 June 2012.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 May to 30 June 2012 the team received a total of 19,014 telephone calls which is 3,621 more calls when compared to the same period two years ago. The department answered 94% of calls received compared to 95% during the same period two years ago.

**ii) International Telephone Calls** - During the period from 1 May to 30 June 2012 the team received a total of 1,859 telephone calls which is 504 less than the same period last year. The department answered 93% of calls received compared to 95% during the same period last year.

#### b) Application Processing

**i) UK Applications** - A total of 1,244 new applications were received during this period, which is 90 more than the same period last year. Applications took on average four 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 five 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 486 new international applications were received in this period which is 94 more than the same period last year.

**iii) Grandparenting Applications** – A total of 230 new grandparenting applications were received in this period which is 220 more than the same period last year.

#### c) Emails

**i) UK Emails** - The team received approximately 130 emails per day and responded to these on average within two days of receipt which is within our service standard of 48 hours.

**ii) International Emails** - The team received approximately 15 emails per day and managed to respond to these on average within two days of receipt which is within our service standard of 48 hours response time.

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

We requested a 2.5% audit sample of CPD profiles from:

- Chiropractors / podiatrists at the beginning of May 2012.
- Hearing aid dispensers at the beginning of May 2012.

CPD assessment days are being held every two weeks.

## **e) Registration Renewals**

At the start of March 2012 3,127 arts therapists were invited to renew their registration. This year a total of 92.6% successfully renewed their registration for the next two-year cycle, which is a decrease of 1.6% compared to the last renewal period. A total of 1,916 registrants renewed online which represents 61% of those registrants invited to renew.

At the start of April 2012 7,775 dietitians were also invited to renew their registration. This year a total of 95.3% successfully renewed their registration for the next two-year cycle, which is a slight increase of 0.2% compared to the last renewal period. A

total of 5,549 registrants renewed online which represents 71% of those registrants invited to renew.

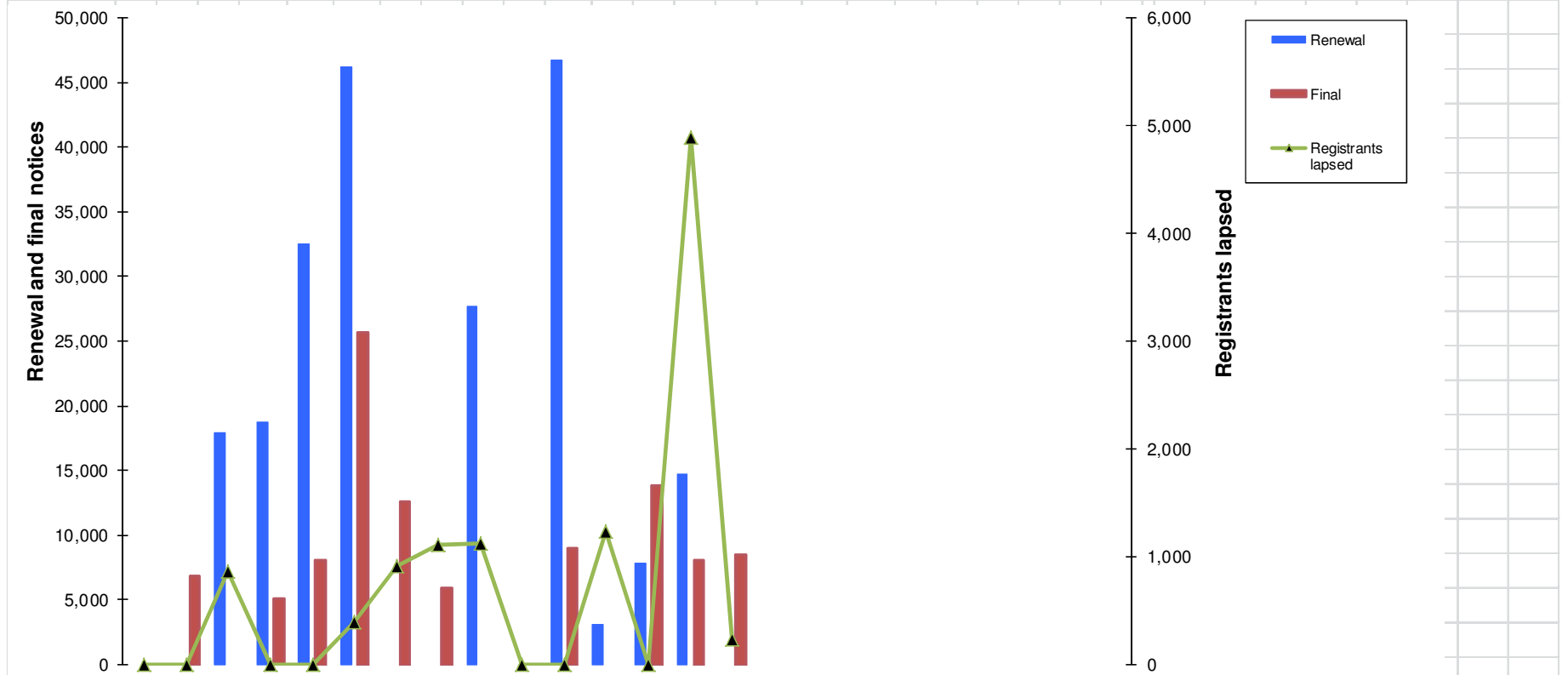
At the start of May 2012 13,007 chiropodists / podiatrists and 1,729 hearing aid dispensers were invited to renew their registration.

## **2) Resource**

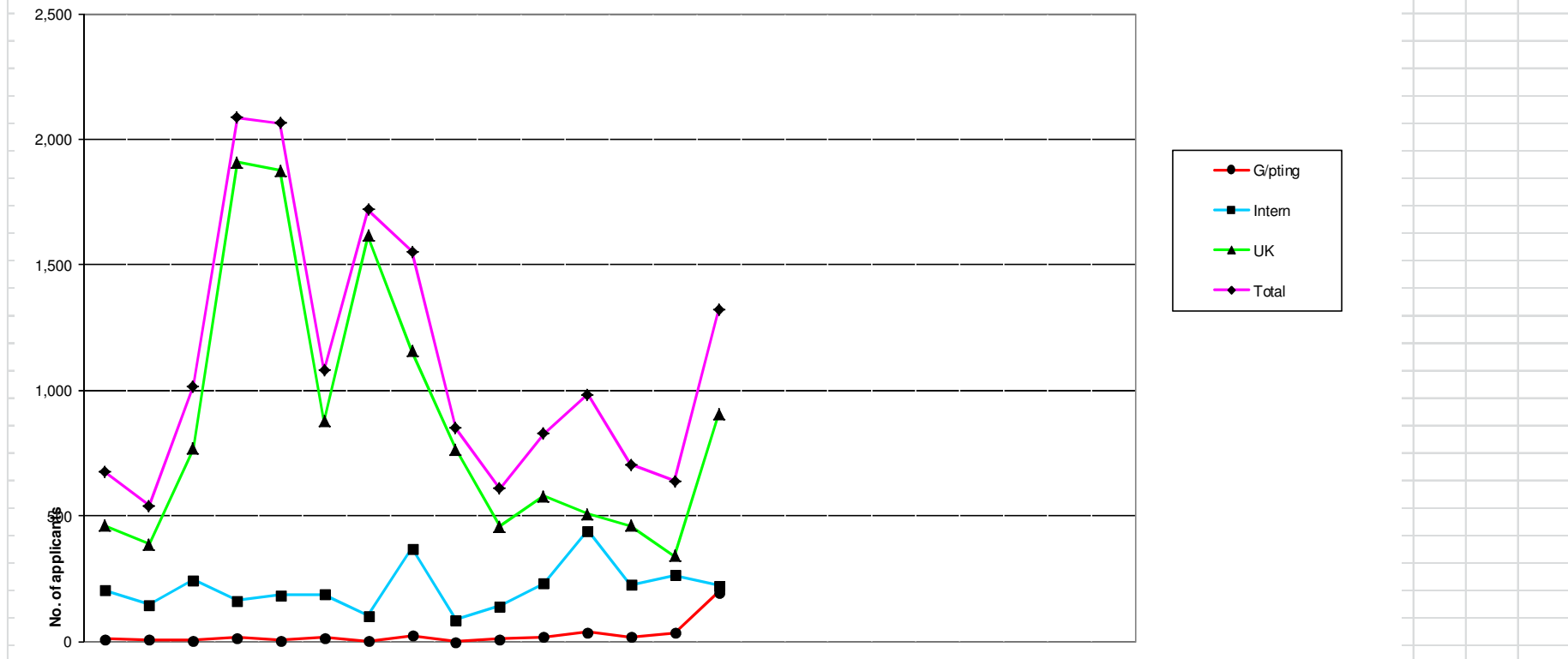
### **a) Employees**

The department is operating within the budgeted headcount.

Health Professions Council      Renewal Information April 2011 - March 2013      Registration Department



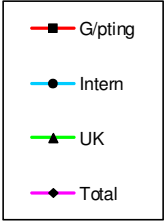
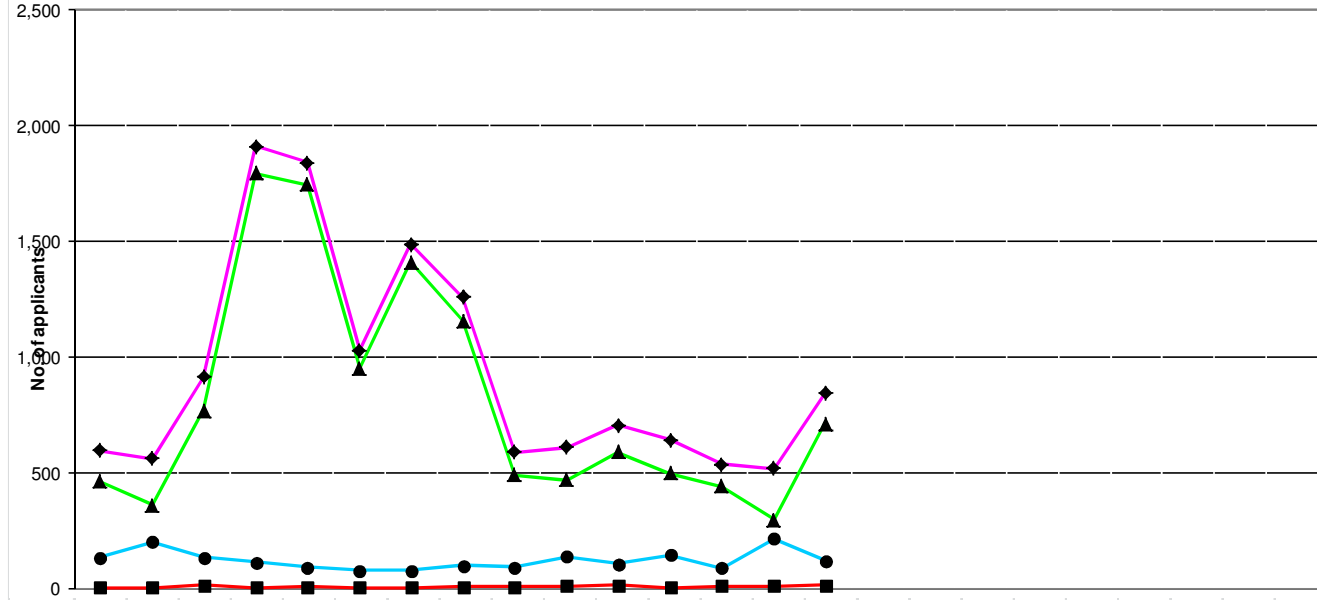
Notices	2011			2012									2013						2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD	
<b>Renewal</b>	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	46,689	3,127	7,782	14,736	0											142,363	27,711	153,982	29,138	176,570	48,852	192,965	22,518
<b>Final</b>	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872	8,076	8,477											36,261	25,909	50,531	9,546	28,683	21,560	73,214	30,425
<b>Total</b>	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	55,685	3,127	21,654	22,812	8,477											178,624	53,620	204,513	38,684	205,253	70,412	266,179	52,943
<b>Renewal on paper</b>	4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434	3,095	10,545	4,863	2,246	2,341																0	60,141	9,450
<b>Renewal online</b>	1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681	21,371	9,838	10,656	2,144	4,887															0	108,657	17,687	
<b>Registrants lapsed</b>	0	0	865	0	0	395	910	1,106	1,126	0	0	1,230	0	4,887	232											9,448	5,388	8,885	5,550	6,259	3,711	5,632	5,119



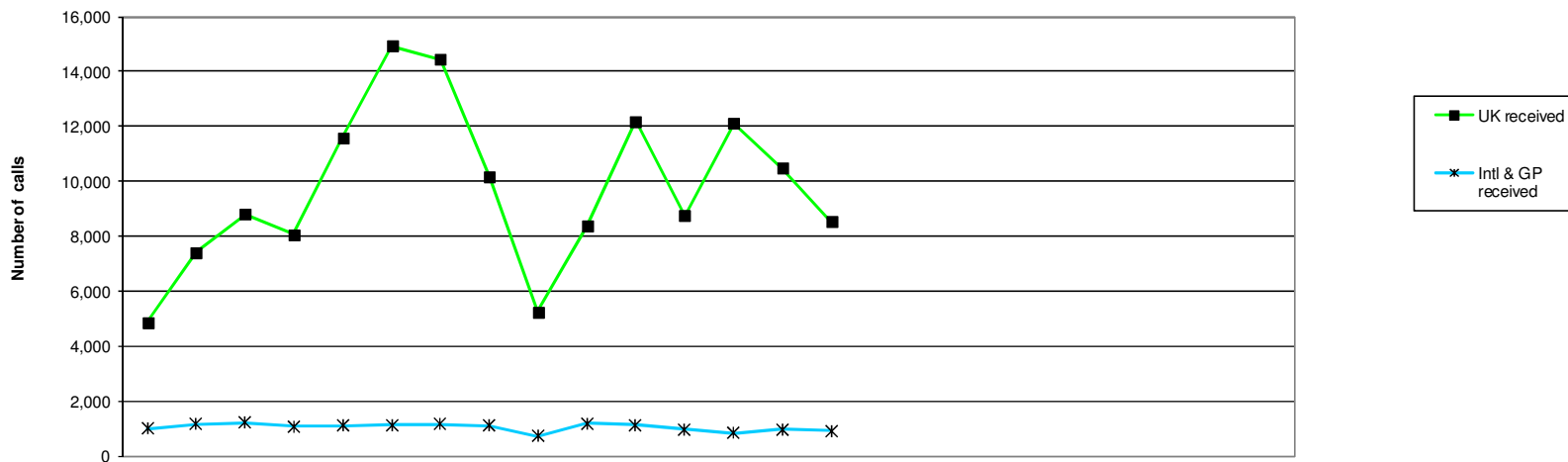
Apps Received	2011			2012												2013									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
G/pting	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195										
Intern	204	147	245	163	186	188	102	371	86	140	231	441	225	264	222										
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904										
<b>Total</b>	<b>674</b>	<b>541</b>	<b>1,015</b>	<b>2,086</b>	<b>2,065</b>	<b>1,079</b>	<b>1,719</b>	<b>1,551</b>	<b>850</b>	<b>608</b>	<b>827</b>	<b>984</b>	<b>703</b>	<b>639</b>	<b>1,321</b>										

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	106	93	170	142	248
4,626	3,504	2,300	2,290	2,324	2,597	2,504	711
9,497	8,319	8,971	11,084	12,037	13,684	11,353	1,704
16,602	11,843	11,271	13,480	14,454	16,451	13,999	2,663

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



	2011			2012									2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13										
	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	YTD	
G/pting	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13											2,295	283	9	0	63	96	65	30
Intern	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119											3,107	3,172	1,862	1,756	1,444	1,701	1,389	420
UK	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711											9,474	8,870	8,355	10,774	11,069	11,122	10,675	1,444
Total	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843											14,876	12,325	10,226	12,530	12,576	12,919	12,129	1,894











	2011			2012									2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13										
	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	YTD	
<b>Intl &amp; GP</b>																																	
<b>Intl &amp; GP received</b>	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833	963	896											40,070	19,612	14,428	12,732	14,348	16,702	12,886	2,692
<b>Answered</b>	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794	877	848											33,467	17,896	13,388	11,397	14,185	15,969	12,137	2,519
<b>Calls answered (%)</b>	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95											84	92	93	90	95	96	94	94
<b>Abandoned</b>	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	0	0	0	0	0	0	0	0	0	6,627	1,716	1,040	1,335	841	712	749	173	
<b>Avg answer time (sec)</b>	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59											25	14	13	36	36	41	49	52
<b>Avg talk time (min)</b>	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	3.56	3.56	4.17	4.14	3.49											2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.93
<b>UK</b>																																	
<b>UK received</b>	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	12,200	8,735	12,099	10,481	8,533											70,233	72,488	123,967	92,018	119,887	86,890	114,847	31,113
<b>Answered</b>	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	11,722	8,418	11,282	9,891	7,999											50,518	67,493	91,923	78,293	111,573	83,218	109,818	29,172
<b>Calls answered (%)</b>	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94											70	93	79	92	95	96	96	94
<b>Abandoned</b>	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	0	0	0	0	0	0	0	0	0	10,719	6,335	32,034	13,725	8,314	3,652	5,029	1,941	
<b>Avg answer time (sec)</b>	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55											64	45	102	85	48	36	38	45
<b>Avg talk time (min)</b>	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	3.03	3.12	3.10	5.63	3.02											1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.92





## Major Projects – Robert Silverman

### HPC Major Projects 2012/13 Scorecard

19<sup>th</sup> July 2012

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	Apr 2012 Sept 2012	<ul style="list-style-type: none"> <li>▪ FTP case review work continues</li> <li>▪ Legislative documents finalised (including Direct Debit Bulk Deed and Transfer Orders)</li> <li>▪ Standards publication completed</li> <li>▪ Partner recruitment is complete</li> <li>▪ Mailing to registrants scheduled for July</li> <li>▪ SWSSS operational activities built into Project Plan</li> <li>▪ Data transfer plan finalised</li> <li>▪ Exception report agreed by EMT for capital costs</li> </ul>		
MP54	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in the Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	Dec 2012	<ul style="list-style-type: none"> <li>▪ Changes to assets ongoing</li> <li>▪ Lan2Lan Lotus Notes changes ongoing</li> <li>▪ All NetReg &amp; Online Renewals testing complete</li> </ul>		
MP46	Education systems and process review	Review of all education department systems and processes	Abigail Gorringe	Brendon Edmonds	Dec 2012	<ul style="list-style-type: none"> <li>▪ Request for proposal has been resent with a deadline of 31 July</li> <li>▪ Exception report agreed by EMT to extend project to December 2012</li> </ul>		
MP56	Information Security Management system	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	Oct 2012	<ul style="list-style-type: none"> <li>▪ Meetings with the project team have concluded</li> <li>▪ CBT to be rolled out in July</li> <li>▪ Gap Analysis to be undertaken for presentation to EMT in September</li> </ul>		



MP57	NetRegulate Changes 2011/12	Implementation of the following Net Regulate changes: 1) Automatic refund process for deregistered registrants; 2) Automation of the Registrant Balance report; 3) To implement security enhancements	Tim Moore	Charlotte Milner	October 2012 August 2012	<ul style="list-style-type: none"> <li>▪ Automation of refund process testing ongoing</li> <li>▪ Security enhancements testing ongoing</li> <li>▪ Deployment schedule for end July and project close out for August</li> <li>▪ Exception report agreed by EMT for minimal extra costs</li> </ul>		
MP61	33 Stannary Street Phase 2	Fit out of Stannary Street	Greg Ross-Sampson	Steve Hall	June 2012	<ul style="list-style-type: none"> <li>▪ Project is complete. Project Closure Report to be presented at July Monthly EMT</li> </ul>		
MP64	Automated re-admissions	Technology and process changes to allow readmissions forms to be processed through DocXP	Greg Ross-Sampson	Richard Houghton	December 2012	<ul style="list-style-type: none"> <li>▪ Project Initiation Documents agreed by EMT</li> <li>▪ Engagement with external suppliers begun</li> </ul>	N/A	In concept
MP59	Herbal practitioners		Marc Seale	Michael Guthrie	TBD	<ul style="list-style-type: none"> <li>▪</li> </ul>	N/A	In concept
MP62	Education systems and process review Phase 2	Implementation of recommendations from Phase 1	Abigail Gorringe	Brendon Edmonds	TBD	<ul style="list-style-type: none"> <li>▪</li> </ul>	N/A	In concept
MP63	HR & Partners systems and process review		Marc Seale	Teresa Haskins	TBD	<ul style="list-style-type: none"> <li>▪</li> </ul>	N/A	In concept
MP65	Web deployments		Jacqueline Ladds	Tony Glazier	TBD	<ul style="list-style-type: none"> <li>▪</li> </ul>	N/A	In concept
MP66	FTP changes 2012-13		Kelly Johnson	Brian James	TBD	<ul style="list-style-type: none"> <li>▪</li> </ul>	N/A	In concept

MP67	Net Reg changes 2012-13	Implementation of the following Net Regulate changes: 1) Annotation of the Register 2) Net Regulate Platform Refresh Phase 2 testing 3) Authentication code rationalisation 4) Increased E&D 5) Automatic review of de-registered balances 6) Financial transactions reporting 7) Processing payments amendment	TBD		TBD	▪	N/A	In concept
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\* All amounts in £000's [(C) = Capex; (O) = Opex]

Key:

Green (G) – Project is due to meet deadline

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

Red (R) – 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

## Facilities Management – Steve Hall

### Facilities Management Report

#### **Staffing**

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

#### **Fitting out of Office Space and Office Moves**

This piece of work was completed over the weekend of 23/24 June and has proved successful, with all relocated employees unpacked and working by mid- morning on Monday 25 June.

Feedback on the re-fit of Units 1 & 3, 33 Stannary Street has been positive and it is anticipated that the project to carry out this work will come in under budget and on schedule.

## Business Process Improvement – Roy Dunn

### **Human resources**

There are no changes to BPI.

### **Quality Management System (QMS) review meetings and internal audits**

The internal audit schedule for 2012 – 2013 is progressing.

### **QMS process updates**

A major review of Finance Department processes is on-going.

We continue to work on the technical requirements for the BSI QMS / ISMS package to which we will migrate the HPC QMS processes. The secure linkage between HCPC and BSI has been designed.

### **BSI audit**

The next BSI audit will be 22<sup>nd</sup> October 2012. Fitness to Practise, Customer Service, and Finance departments will be audited, plus preparation for the strategic review.

### **Business continuity**

No major changes other than monthly list updates.  
The next full exercise is planned for November 2012.

### **Information security management**

The project for ISO27001 is on-going. All departments have been through the initial scoping exercise, with high level discussion of assets. More detail will be delivered over the next month.

The proposed test solution for the next round of training for all employees, has been delivered. Testing is underway. An administration module has been released, to control access and reporting.

The collection of information assets round HPC continues. A specific group of information asset owners will be instructed in asset categorisation, in respect of confidentiality, integrity and availability.

### **Information & data management**

Report templates for 2012 – 2013 Financial Year are now in use.

A further set of historic register material has been sent for conservation. A test set of microfilm data have been scanned as a test.

### **Risk Register**

The Cross Department Team will continue to monitor the London 2012 Olympic on day to day business operations.

Maps of predicted travel disruption have been made available to all employees, to enable them to find alternate routes to the office if they so need.

The next general Risk Register will be updated over the summer before the September Audit Committee meeting.