Council, 24 September 2014

Operations Report

Executive summary and recommendations

Introduction

The report provides an update about the activities of the Operations Department.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

The resources for the Department are set out in the annual workplan and budget 2014-15.

Financial implications

As above.

Appendices

None

Date of paper

11 September 2014

Operations Directorate Management Information Pack

Greg Ross-Sampson, Director of Operations

September 2014

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1. Executive Summary

1.1 Registration

1.1.1 UK Telephone Calls
The team received a total of 18,385 telephone calls which is 664 less calls when compared to the same period two years ago and represents a 4% decrease in call volumes.

1.1.2 UK Applications
The team registered 4,151 UK applications which is 1,203 more when compared to the same period last year and represents a 41% increase.

1.1.3 International Applications
The team registered 517 applications which is 203 more when compared to the same period last year and represents a 65% increase.

1.1.4 UK Emails
The team responded to 141 emails per day which is 26 more when compared to the same period two years ago and represents a 23% increase in UK email volumes.

1.3 Business Process Improvement

1.3.1 Audits & Processes
The next BSI Audit is scheduled for 4th November 2014, covering Registrations CPD, Education, Staff Development and Training, Secretariat, and Purchasing and Supplier validation.

1.3.2 ISO27001 & Business Continuity
System developments continue at an IS policy and database level.

Contents

Registration Management Commentary
1. Operational Performance 1 June to 31 July 2014

a) Telephone Calls

i) UK Telephone Calls – During the period from 1 June to 31 July 2014 the team received a total of 18,385 telephone calls which is 664 less calls when compared to the same period two years ago and represents a 4% decrease in call volumes. The team answered 97.5% of calls received compared to 94.5% during the same period two years ago.

 ii) International Telephone Calls – During the period from 1 June to 31 July 2014 the team received a total of 1,129 telephone calls which is 70 less than the same period last year and represents a 6% decrease in call volumes. The team answered 95.5% of calls received compared to 96% during the same period last year.

 b) Application Processing

i) UK Applications – A total of 4,487 new applications were received which is 1,047 more when compared to the same period last year and represents a 30% increase in UK application volumes. The team registered 4,151 UK applications which is

1,203 more when compared to the same period last year and represents a 41% increase. 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 679 new applications were received which is 111 more when compared to the same period last year and represents a 20% increase in international application volumes. The team registered 517 applications which is 203 more when compared to the same period last year and represents a 65% increase.

iii) Grandparenting Applications – There are currently three grandparenting applications outstanding.

c) Emails

i) UK Emails – The team responded to 141 emails per day which is 26 more when compared to the same period two years ago

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and represents a 23% 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 24 emails per day which is 13 more when compared to the same period last year and represents a 118% increase in international 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 last year.

d) Continuing Professional Development (CPD) Audit

There were three CPD assessment days held during this period.

e) Registration Renewals

At the start of April 2014 8,357 dietitians were invited to renew their registration with 96.6% successfully renewing appropriately and on time. This compares favourably with 2012 when 95.3% of dietitians renewed their registration. A total of 89.9% of dietitians renewed their registration using the online renewal system in 2014.

At the start of May 2014 2,017 hearing aid dispensers and 13,014 chiropodists / podiatrists were invited to renew their registration with 95% of hearing aid dispensers and 97.2% of chiropodists / podiatrists successfully renewing appropriately and

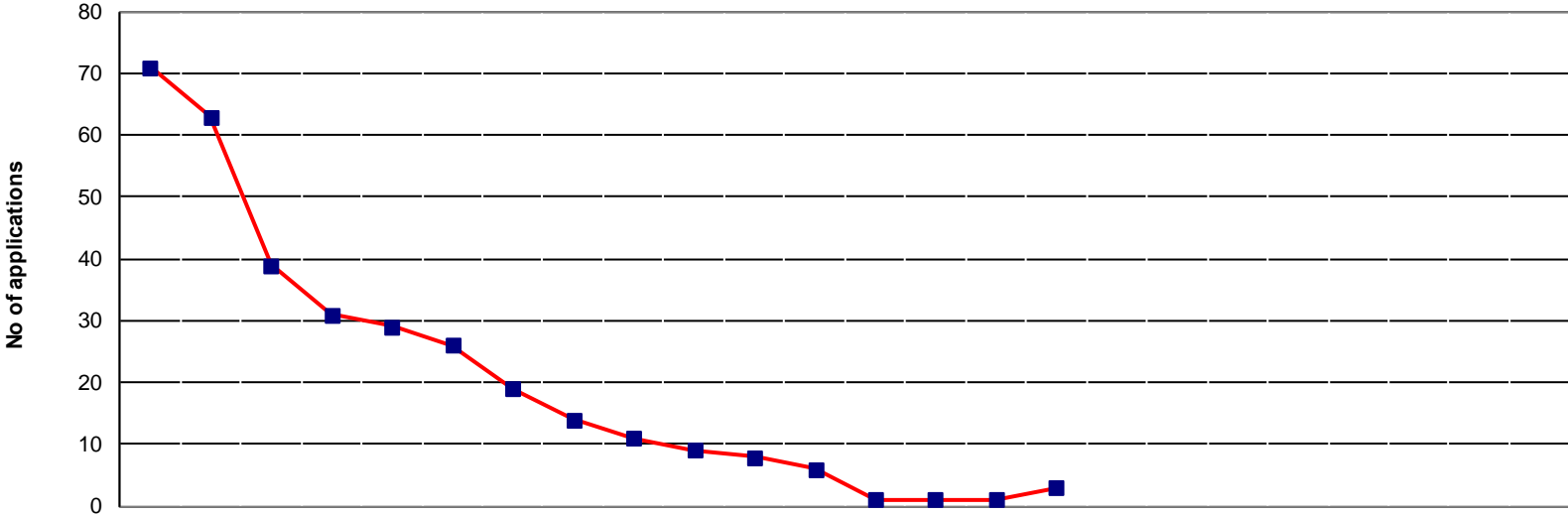on time. This compares favourably with 2012 when 91.4% of hearing aid dispensers and 94.3% of chiropodists / podiatrists renewed their registration. A total of 85.6% of hearing aid dispensers and 81.7% of chiropodists / podiatrists renewed their registration using the online renewal system in 2014.

2. Resource

a) Employees

The department operated within its budgeted headcount during this period.

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| Health and Care Professions Council | Number of Registrants by Profession April 2013 - March 2015 | Registration Department |

	2013								2014														2015			11/12	12/13	13/14	14/15
	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	YTD
AS	3,199	3,203	3,215	3,230	3,267	3,320	3,385	3,414	3,429	3,443	3,447	3,450	3,448	3,192	3,243	3,289									3,121	3,185	3,450	3,289
BS	22,390	22,404	22,433	22,506	22,620	22,571	22,479	21,510	21,676	21,777	21,828	21,904	21,926	21,929	21,983	22,096									21,886	22,402	21,904	22,096
CH	12,747	12,748	12,790	12,881	12,965	13,003	13,038	13,052	13,058	13,039	13,038	13,017	13,007	12,950	12,950	12,975									13,005	12,754	13,017	12,975
CS	4,884	4,907	4,933	4,932	4,924	4,879	4,781	4,828	4,855	4,868	4,884	4,942	4,959	4,988	5,002	5,014									4,665	4,847	4,942	5,014
DT	7,921	7,930	7,975	8,101	8,213	8,263	8,302	8,332	8,342	8,351	8,359	8,381	8,368	8,355	8,327	8,233									7,782	7,890	8,381	8,233
HAD	1,811	1,811	1,817	1,842	1,885	1,915	1,940	1,957	1,971	1,981	1,994	2,010	2,020	2,021	2,026	2,028									1,772	1,806	2,010	2,028
OT	33,789	33,837	33,918	34,182	34,474	34,604	34,561	33,671	33,803	33,926	34,026	34,154	34,203	34,253	34,364	34,753									31,946	33,717	34,154	34,753
ODP	11,276	11,297	11,306	11,309	11,376	11,573	11,786	11,828	11,853	11,866	11,861	11,880	11,911	11,896	11,900	11,913									10,929	11,246	11,880	11,913
OR	1,328	1,326	1,315	1,315	1,272	1,287	1,300	1,310	1,312	1,317	1,316	1,316	1,316	1,315	1,313	1,332									1,286	1,329	1,316	1,332
PA	19,428	19,489	19,516	19,553	19,229	19,473	19,790	19,889	19,960	20,010	20,055	20,097	20,130	20,156	20,226	20,279									17,913	19,373	20,097	20,279
PH	46,853	47,009	47,197	47,701	48,249	48,462	48,601	48,802	48,875	48,973	48,942	48,868	48,413	47,115	47,336	48,127									46,516	46,842	48,868	48,127
PYL	19,331	18,545	18,768	18,862	18,933	19,033	19,379	19,580	19,691	19,793	19,847	19,919	19,952	19,989	20,038	20,088									17,845	19,341	19,919	20,088
PO	934	936	943	951	968	963	937	941	944	946	948	948	949	950	972	987									893	936	948	987
RA	27,830	27,860	27,990	28,428	28,717	28,886	28,988	29,086	29,050	28,955	27,858	28,060	28,111	28,159	28,446	29,049									26,480	27,820	28,060	29,049
SW	83,584	83,653	83,925	84,325	85,060	85,695	86,603	87,230	87,871	88,474	88,754	88,946	89,100	88,981	89,161	89,881										83,421	88,946	89,881
SL	14,061	14,076	14,082	14,111	14,213	14,194	13,767	13,888	13,944	14,016	14,056	14,129	14,150	14,173	14,217	14,392									13,173	14,033	14,129	14,392
Total	311,366	311,031	312,123	314,229	316,365	318,121	319,637	319,318	320,634	321,735	321,213	322,021	321,963	320,422	321,504	324,441									219,212	310,942	322,021	324,441

NOTE: Information captured last day of each calendar month

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Health and Care Professions Council   Grandparent applications workflow process at end of each month April 2013 - March 2015   **Registration Department**
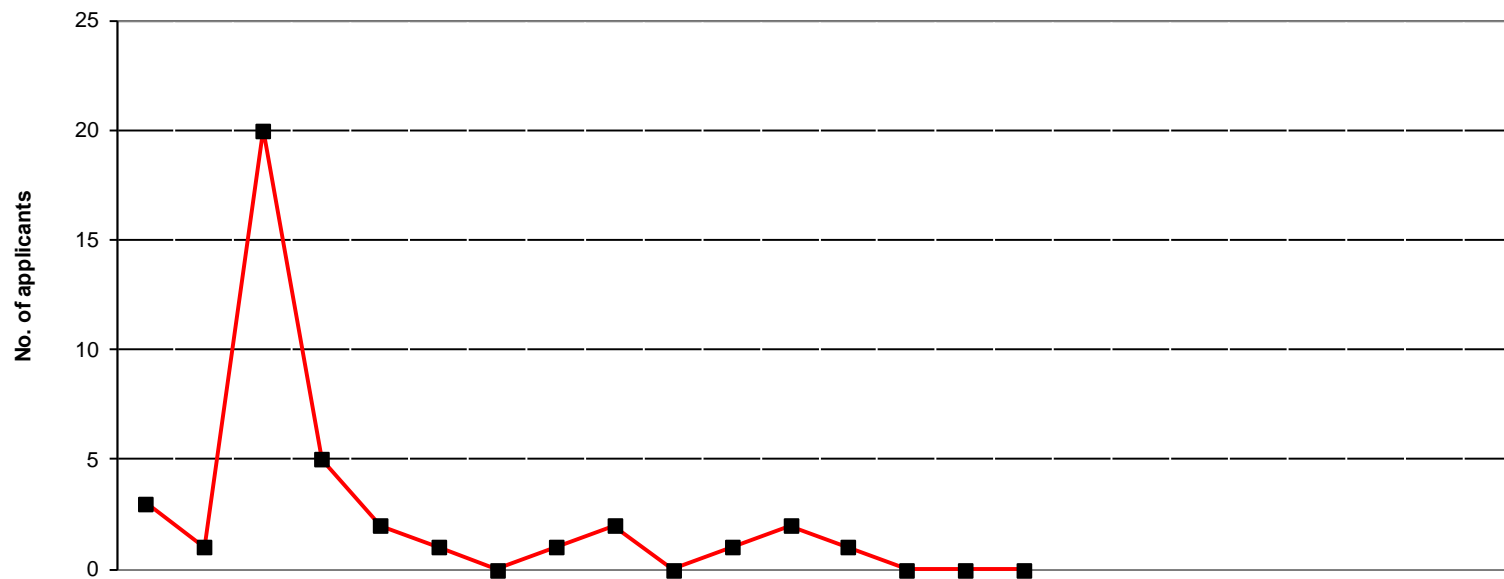

Current status	2013									2014													2015			12/13 FYE	13/14 FYE	14/15 YTD
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Minimum info	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0									28	0	0
At scrutiny	47	40	31	28	26	22	16	11	8	5	6	5	1	1	1	3									112	20	2
Pending reg fee	23	22	8	3	3	4	3	3	3	4	2	1	0	0	0	0									14	7	0
Total	71	63	39	31	29	26	19	14	11	9	8	6	1	1	1	3									155	27	2
																									Average	Average	Average

NOTE: Information covers grandparenting applications status progress only

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

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Health and Care Professions Council   **New Grandparent Applications Received April 2013 - March 2015**   **Registration Department**

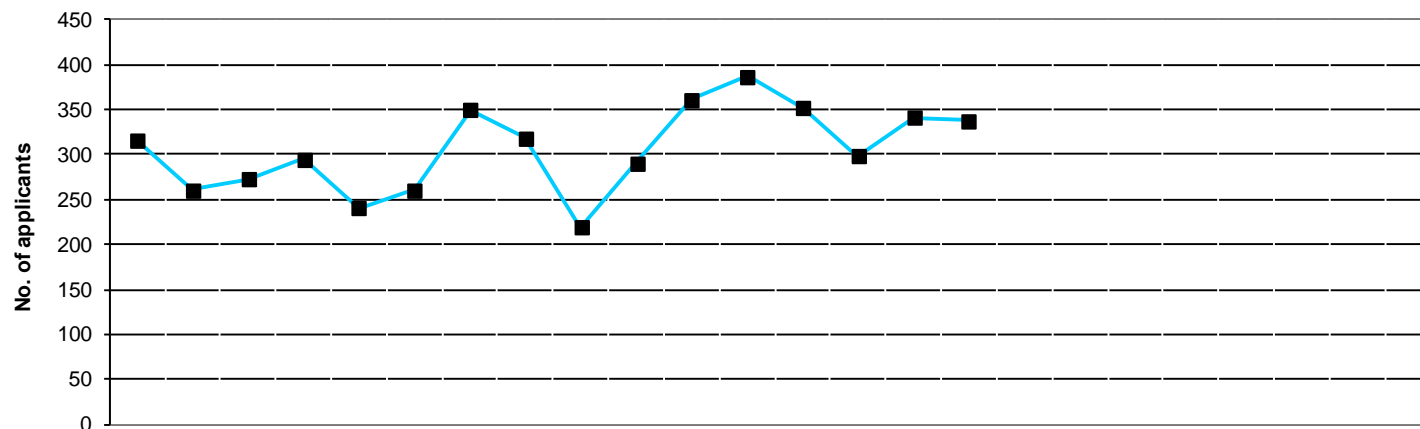|	2013									2014								2015							10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Practitioner psychologists *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								170	142	369	0	0

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

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Health and Care Professions Council   Grandparent registrations April 2013 - March 2015

	2013									2014											2015								10/11	11/12	12/13	13/14	14/15
	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
Practitioner psychologists *	3	1	20	5	2	1	0	1	2	0	1	2	1	0	0	0													96	65	265	38	1

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

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Health and Care Professions Council	International applications workflow process at end of each month April 2013 - March 2015	Registration Department

Current status	2013									2014												2015			11/12 FYE	12/13 FYE	13/14 FYE	14/15 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				
Minimum info	301	355	200	279	286	365	201	139	263	258	168	282	354	319	122	147									74	358	258	236
At scrutiny	782	830	784	768	777	741	1,000	984	937	894	869	807	730	785	909	738									490	706	848	791
Pending reg fee	295	275	279	249	259	272	314	338	353	366	428	425	406	307	337	305									187	237	321	339
Total	1,378	1,460	1,263	1,296	1,322	1,378	1,515	1,461	1,553	1,518	1,465	1,514	1,490	1,411	1,368	1,190									751	1,301	1,427	1,365
																											Average	

NOTE: Information covers international applications status progress only

Represents the current w orkload w ithin the International Department as at the end of the month

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Health and Care Professions Council　　New International Applications Received April 2013 - March 2015　　**Registration Department**

	2013 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2014 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
Arts Therapists	0	0	2	4	1	1	2	2	0	3	1	1	4	2	2	0									16	12	23	23	17	17	8
Bio. Scientists	24	18	29	22	16	16	29	37	23	19	29	26	16	21	24	35									307	290	273	197	237	288	96
Chirops/ Pods	1	2	2	3	6	3	2	3	1	0	2	7	2	3	3	4									23	34	25	31	23	32	12
Cl Scientists	5	3	6	8	5	6	9	9	7	7	12	13	10	7	9	8									50	61	72	74	86	90	34
Dietitians	22	13	17	16	11	12	12	14	9	23	19	17	17	16	16	8									132	137	139	148	136	185	57
Hearing aid disps	4	2	4	11	1	2	3	0	1	1	0	4	2	3	3	3											6	10	12	33	11
OTs	28	22	27	25	22	34	34	32	22	26	41	37	41	32	34	28									404	340	381	306	320	350	135
ODPs	0	0	0	1	1	3	2	1	1	0	2	1	1	2	2	0									8	10	9	12	15	12	5
Orthoptists	0	0	2	0	0	1	0	1	1	1	0	0	0	0	0	0									3	1	5	4	5	6	0
Paramedics	7	4	7	6	6	10	5	5	4	4	9	11	9	4	9	10									46	50	39	40	58	78	32
Physiotherapists	104	99	80	88	72	71	104	95	49	82	97	110	101	102	117	88									774	745	796	874	879	1,051	408
Pract psychs	17	13	21	21	21	18	22	11	20	21	31	38	26	20	22	36										156	236	188	219	254	104
Prosth/Orthotists	1	0	1	0	0	0	0	0	1	0	2	0	0	1	0	1									9	3	10	10	10	5	2
Radiographers	40	24	30	43	35	33	52	40	34	30	45	47	51	43	43	38									364	312	417	397	336	453	175
Social workers	49	45	35	33	24	31	52	47	22	51	52	60	56	32	44	62													301	501	194
SLTs	14	16	10	14	19	20	22	22	24	23	20	15	16	10	13	17									154	173	166	190	168	219	56
Total	316	261	273	295	240	261	350	319	219	291	362	387	352	298	341	338									2,290	2,324	2,597	2,504	2,822	3,574	1,329

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

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Health and Care Professions Council   International Registrations April 2013 - March 2015   **Registration Department**

	2013 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2014 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
Arts therapists	2	0	1	0	0	1	0	1	2	0	1	0	0	0	2	1									6	4	15	10	14	8	3
Bio. scientists	16	13	9	16	7	1	7	3	33	20	18	14	27	9	19	17									236	162	202	122	154	157	72
Chirops/ pods	1	2	2	1	2	0	1	2	3	3	1	2	1	1	2	0									27	15	17	16	15	20	4
Cl scientists	2	1	2	2	2	0	5	1	3	4	3	5	5	4	0	7									28	22	26	23	34	30	16
Dietitians	4	6	1	12	3	6	5	10	6	12	10	10	7	6	1	32									97	80	88	78	97	85	46
Hearing aid disps	0	0	0	2	0	0	1	1	2	4	3	0	0	0	2	1											4	5	8	13	3
OTs	26	17	25	23	7	10	6	37	17	33	28	30	23	24	20	37									283	255	289	217	249	259	104
ODPs	0	0	2	0	0	0	0	0	1	1	0	0	1	0	3	0									2	5	3	3	1	4	4
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0									3	0	1	2	1	0	1
Paramedics	2	2	0	2	0	4	2	4	0	3	5	3	5	2	10	3									22	25	23	20	24	27	20
Physiotherapists	30	105	54	38	37	45	42	85	36	62	50	29	6	140	61	102									608	460	500	463	633	613	309
Pract psychs	9	4	22	8	3	9	10	11	11	24	11	7	11	5	16	15										95	127	91	95	129	47
Prosth/orthotists	0	0	2	0	0	0	1	0	0	0	1	0	0	0	1	0									3	1	6	7	6	4	1
Radiographers	18	24	17	15	14	13	18	33	19	20	6	72	33	14	34	42									336	206	270	216	241	269	123
Social workers*	15	18	18	25	19	15	9	12	25	24	30	22	33	26	24	38													49	232	121
SLTs	10	10	6	9	6	3	16	15	16	19	15	19	8	13	15	12									105	114	130	116	137	144	48
Total	135	202	161	153	100	107	123	215	174	229	182	213	161	244	210	307									1,756	1,444	1,701	1,389	1,758	1,994	922

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

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Health and Care Professions Council		Temporary Registration under EU Directive 2005/36/EC April 2013 - March 2015	Registration Department
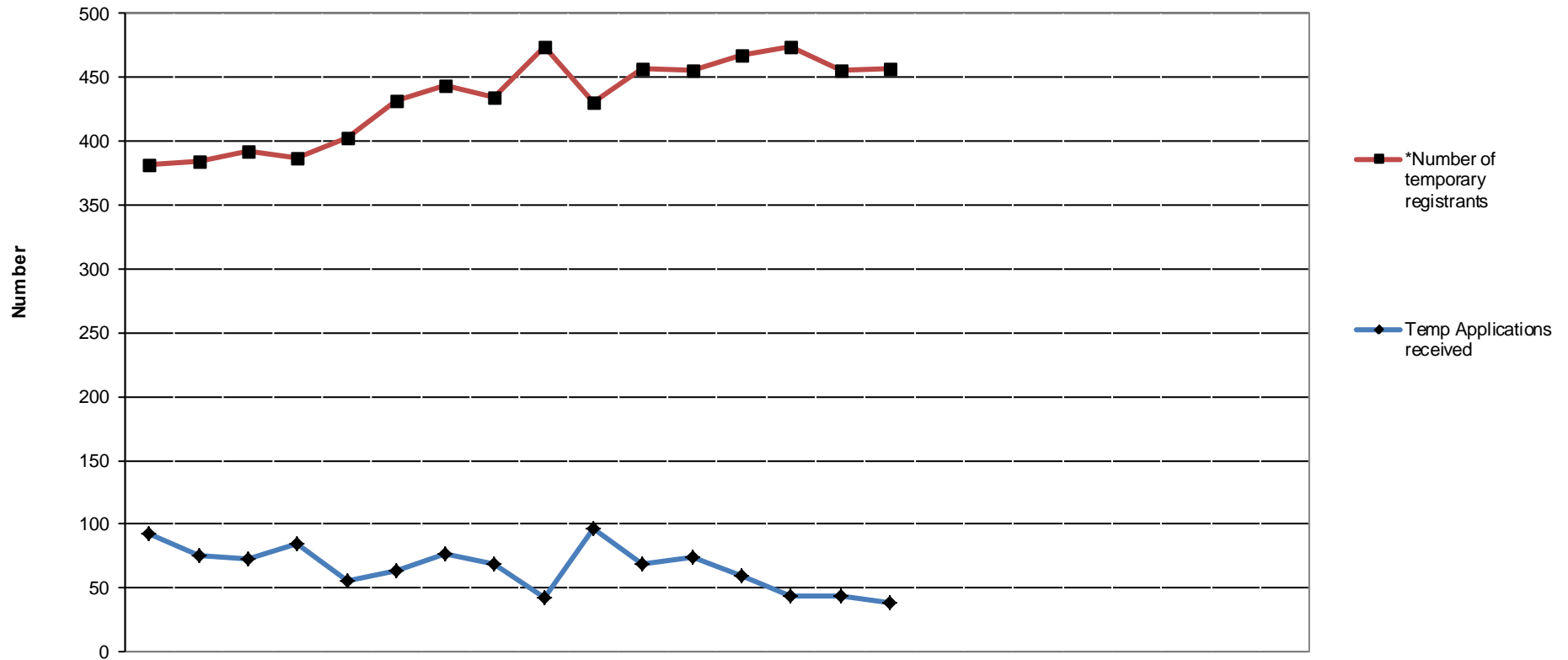
	2013									2014													2015				11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Temp Applications received	93	76	73	85	56	64	77	69	42	97	69	74	59	44	44	38									494	524	875	185
*Number of temporary registrants	382	384	392	387	403	432	444	435	474	431	457	456	467	474	456	457									310	417	423	464

* FYE figure is an average number of registrants for that year

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Health and Care Professions Council   UK applications workflow process at end of each month April 2013 - March 2015   **Registration Department**

2013									2014							Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	12/13	13/14	14/15
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	1,134	1,130	778	674	887	802	882	677	676	650	661	655	656	665	764	886									1,195	801	743
At scrutiny	5	5	0	1	7	4	5	1	1	0	0	0	0	0	2	2									6	2	1
Pending reg fee	0	0	0	1	0	6	4	1	1	1	2	3	1	1	2	4									0	2	2
Total	1,139	1,135	778	676	894	812	891	679	678	651	663	658	657	666	768	892									1,201	805	746
																									Average		

NOTE: Information covers UK applications only

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

Health and Care Professions Council   New UK Applications Received April 2013 - March 2015   **Registration Department**

	2013						2014																2015			09/10	10/11	11/12	12/13	13/14	14/15
	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
Arts therapists	8	8	13	17	53	44	71	28	13	20	9	9	20	8	8	30										234	257	257	271	293	66
Bio. scientists	40	32	47	104	134	66	101	84	57	59	48	67	44	48	60	125										831	894	804	746	839	277
Chirops/pods	1	5	52	98	110	44	43	15	5	6	5	5	2	6	96	120										429	427	362	376	389	224
CI Scientists	43	21	30	31	32	14	24	45	23	17	18	45	31	21	23	10										218	240	279	224	343	85
Dietitians	20	7	60	127	115	43	33	15	3	10	7	17	20	15	71	118										444	453	402	444	457	224
Hearing aid disps	8	2	8	24	60	24	24	14	13	8	15	11	4	14	12	31											1,787	146	227	211	61
OTs	68	41	94	261	445	197	271	152	55	88	68	76	47	41	164	329										1,763	1,720	1,578	1,742	1,816	581
ODPs	30	25	4	7	113	220	190	32	23	21	13	28	30	29	4	36										508	622	686	715	706	99
Orthoptists	0	0	1	11	29	6	11	5	1	5	1	1	1	0	1	21										46	53	42	61	71	23
Paramedics	78	59	66	102	144	170	299	77	61	52	65	48	38	37	83	70										1,158	1,163	1,519	1,668	1,221	228
Physiotherapists	43	36	195	541	513	143	180	108	48	72	56	57	17	30	197	697										2,221	2,026	1,826	1,937	1,992	941
Pract psychs	34	40	55	28	61	71	357	188	67	93	38	51	33	49	40	42										2,138	2,043	1,258	1,202	1,083	164
Prosth/orthotists	0	0	10	22	17	2	4	2	2	1	2	2	3	0	22	16										37	39	35	51	64	41
Radiographers	13	16	203	451	302	133	129	60	20	19	21	39	19	49	341	513										1,251	1,221	1,140	1,343	1,406	922
Social workers*	202	150	242	439	1,022	580	1,049	763	496	533	285	338	191	208	247	736													4,395	6,099	1,382
SLTs	23	6	9	88	171	79	87	64	28	56	35	50	14	18	49	175										759	739	1,019	831	696	256
Total	611	448	1,089	2,351	3,321	1,836	2,873	1,652	915	1,060	686	844	514	573	1,418	3,069										12,037	13,684	11,353	16,233	17,686	5,574

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

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| Health and Care Professions Council | Renewal Information April 2013 - March 2015 | Registration Department |
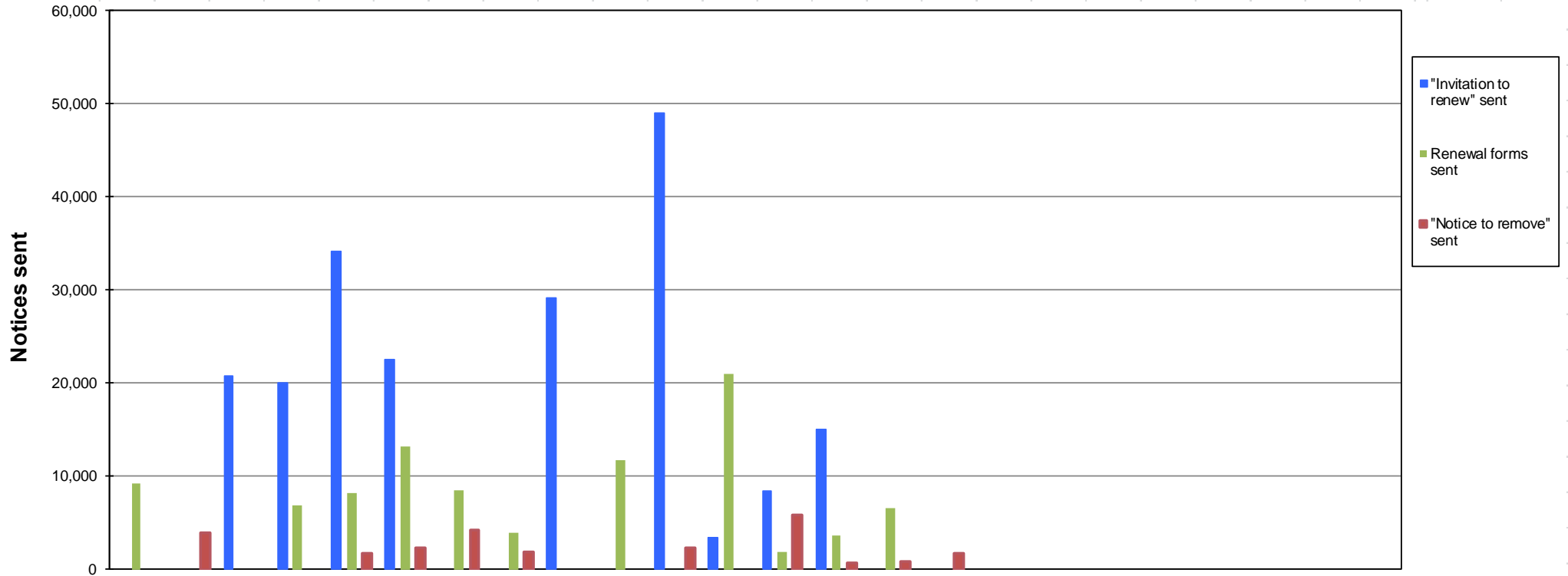
	2013									2014											2015				13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
"Invitation to renew" sent	0	0	20,813	19,960	34,182	22,596	0	0	29,086	0	48,959	3,447	8,370	15,027	0	0									187,413	23,397
Renewal forms sent	9,273	0	0	6,799	8,216	13,239	8,454	3,981	0	11,733	0	20,932	1,800	3,628	6,603	0									84,427	12,031
"Notice to remove" sent	0	3,857	0	0	1,662	2,227	4,144	1,849	0	0	2,298	0	5,756	650	770	1,775									21,793	8,951
Total	9,273	3,857	20,813	26,759	44,060	38,062	12,598	5,830	29,086	11,733	51,257	24,379	15,926	19,305	7,373	1,775									293,633	44,379

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| Health and Care Professions Council | Renewal Information - on paper and online April 2013 - March 2015 | Registration Department |
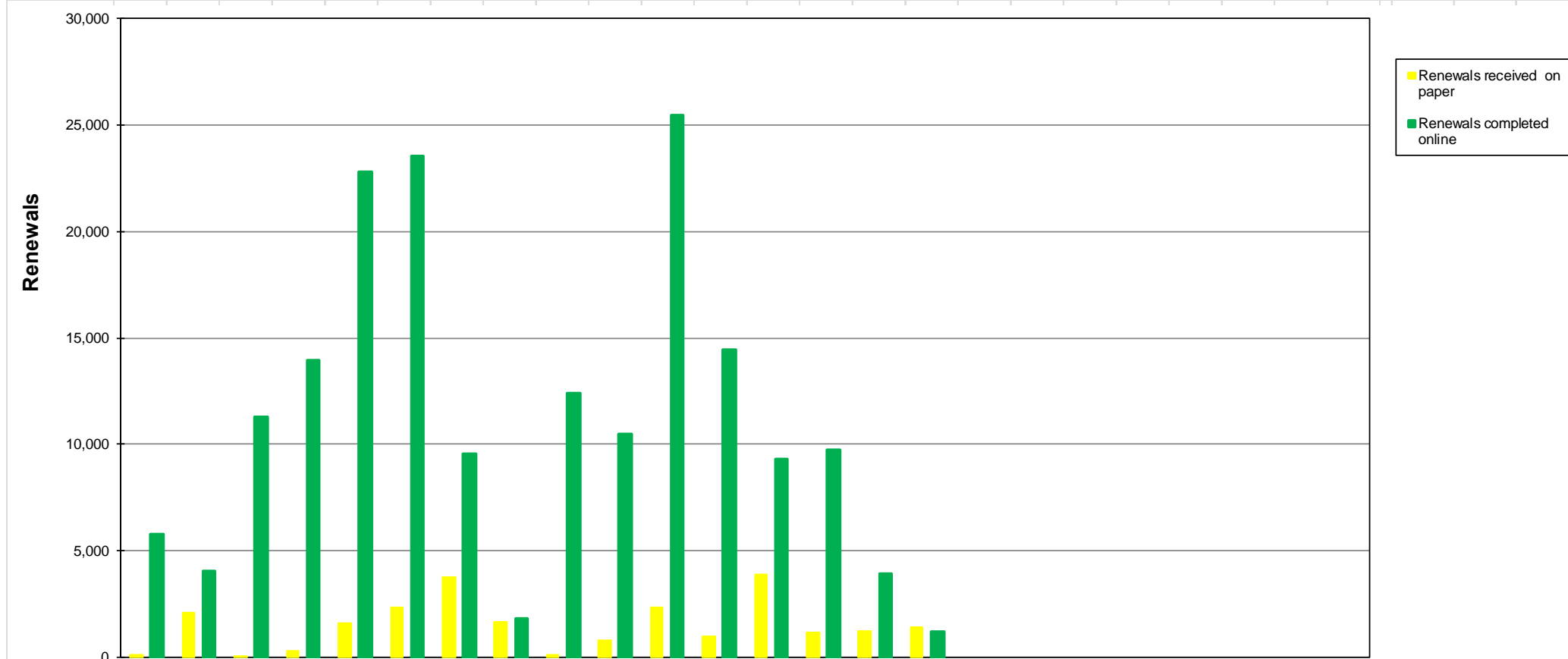
	2013								2014									2015							12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Renewals received on paper	154	2,113	10	290	1,618	2,367	3,773	1,700	156	813	2,347	976	3,923	1,181	1,247	1,422									32,892	16,317	7,773
Renewals completed online	5,777	4,055	11,292	13,947	22,820	23,553	9,590	1,818	12,391	10,502	25,451	14,468	9,299	9,740	3,933	1,213									111,916	155,664	24,185
Registrants removed	0	0	721	0	0	418	0	0	890	0	870	870	0	1,722	257	290									13,863	3,769	2,269

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Health and Care Professions Council	New Registrants April 2013 - March 2015		Registration Department
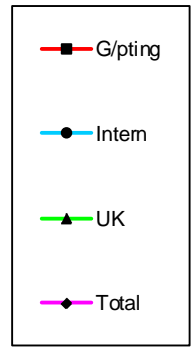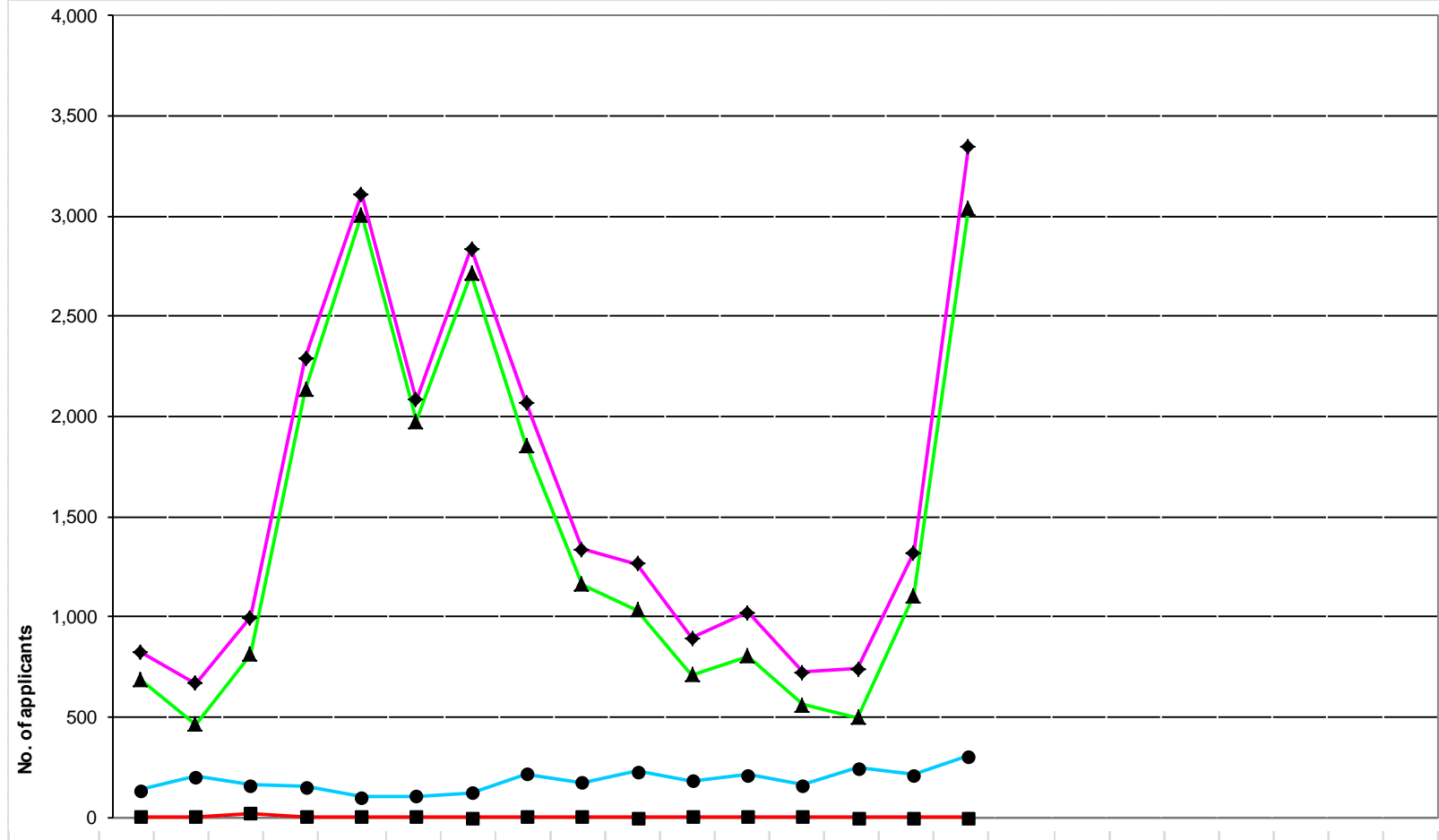
	2013									**2014**													**2015**						**09/10**	**10/11**	**11/12**	**12/13**	**13/14**	**14/15**
	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	**FYE**	**FYE**	**FYE**	**FYE**	**FYE**	**YTD**
G/pting	3	1	20	5	2	1	0	1	2	0	1	2	1	0	0	0									63	96	65	265	38	1
Intern	135	202	161	153	100	107	123	215	174	229	182	213	161	244	210	307									1,444	1,701	1,389	1,758	1,994	922
UK	687	463	813	2,135	3,009	1,974	2,715	1,855	1,162	1,036	711	806	563	496	1,108	3,043									11,069	11,122	10,675	103,346	17,366	5,210
Total	825	666	994	2,293	3,111	2,082	2,838	2,071	1,338	1,265	894	1,021	725	740	1,318	3,350									12,576	12,919	12,129	105,369	19,398	6,133

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Health and Care Professions Council   Registration Telephone Information April 2013 - March 2015   **Registration Department**

	2013									2014													2015			09/10	10/11	11/12	12/13	13/14	14/15
	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
Intl & GP																															
Intl & GP received	591	620	563	636	589	645	794	703	429	717	619	738	695	619	635	494										14,348	16,702	12,886	8,980	7,644	2,443
Answered	542	561	539	610	571	632	770	677	410	690	601	712	654	595	618	466										14,185	15,969	12,137	8,436	7,315	2,333
Calls answered (%)	92	90	96	96	97	98	97	96	96	96	97	96	94	96	97	94										95	96	94	94	96	95
Abandoned	38	63	24	26	18	13	24	26	3	27	18	26	41	24	17	28										841	712	749	544	306	110
Avg answer time (sec)	60	55	41	32	23	22	31	22	20	27	25	24	39	26	13	24										36	41	49	53	21	26
Avg talk time (min)	4.09	3.49	3.53	3.56	3.47	3.52	3.40	3.40	3.44	4.09	4.12	3.44	4.07	3.55	3.47	3.15										3.18	3.41	3.29	3.85	3.63	3.56
UK																															
UK received	10,151	12,177	10,138	14,028	17,789	20,043	20,327	10,961	7,645	11,692	12,782	12,012	13,365	9,932	9,052	9,333										119,887	86,890	114,847	177,147	159,745	41,682
Answered	9,421	10,968	9,713	13,181	16,693	18,836	17,810	10,417	7,266	11,036	11,934	11,191	11,947	9,314	8,850	9,093										111,573	83,218	109,818	157,334	148,466	39,204
Calls answered (%)	93	90	96	94	94	94	88	95	95	94	93	93	89	94	98	97										95	96	96	92	93	94
Abandoned	730	1,209	425	839	1,096	1,207	2,517	544	379	656	851	821	1,418	618	202	240										8,314	3,652	5,029	19,813	11,274	2,478
Avg answer time (sec)	55	82	37	54	59	56	110	45	42	48	58	56	83	48	20	22										48	36	38	70	59	43
Avg talk time (min)	3.10	3.11	3.02	2.45	2.48	2.55	2.57	3.03	2.59	3.14	3.07	3.04	3.12	3.14	3.05	3.02										2.37	2.47	2.61	3.28	2.85	3.08

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Health and Care Professions Council   Continuing Professional Development process April 2013 - March 2015   **Registration Department**

	2013									2014								2015							11/12	12/13	13/14	14/15
	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	YTD
No. selected for CPD	0	0	520	499	855	565	0	0	727	0	1,224	86	209	376	0	0									4,258	1,322	4,476	585
No. profiles received	71	230	65	115	291	498	682	277	121	133	361	278	573	212	275	232									2,600	1,315	3,122	1,292
No. profiles assessed	0	99	177	85	143	250	545	356	135	137	404	112	332	360	275	40									2,225	1,919	2,443	1,007

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Health and Care Professions Council   **Number of registrants with supplementary prescribing rights April 2013 - March 2015**   **Registration Department**
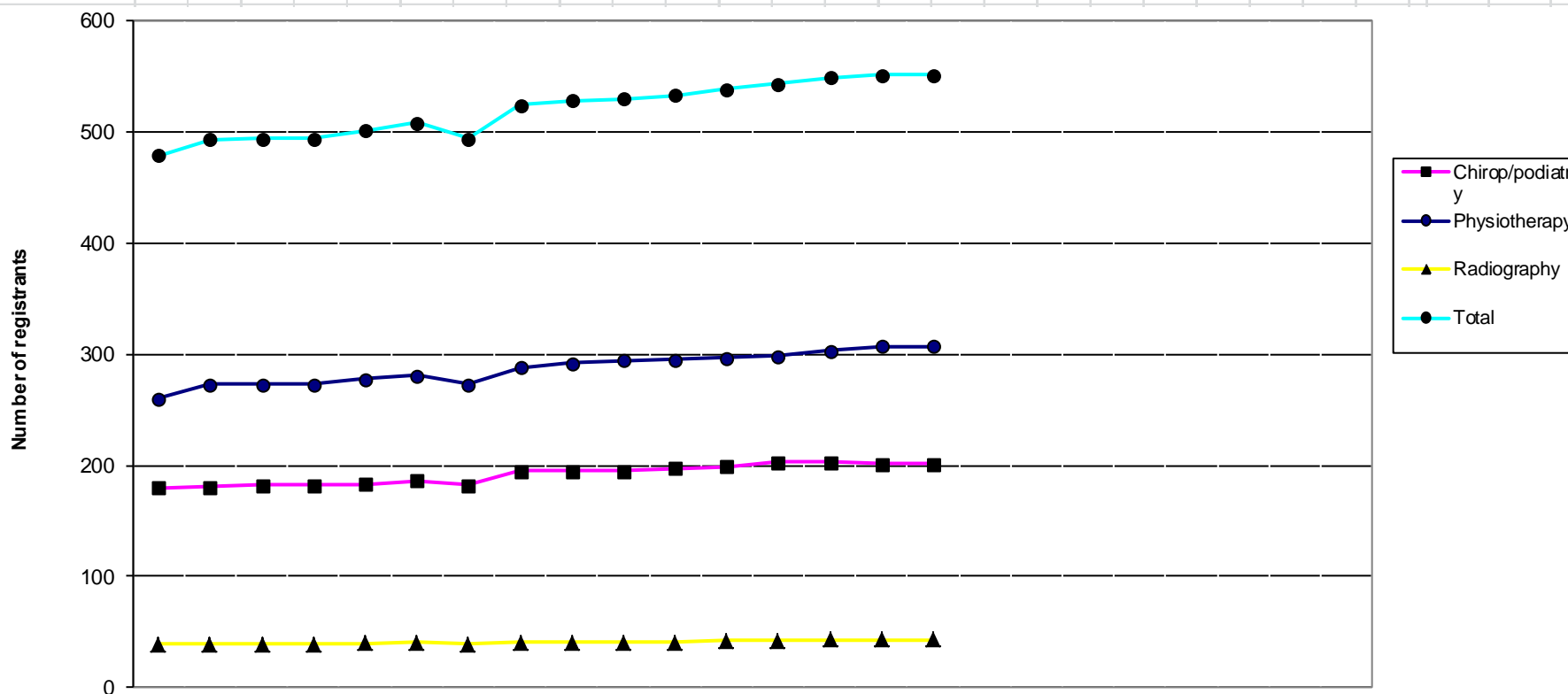
	2013									2014									2015							10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Chirop/podiatry	180	181	182	182	183	186	182	195	195	195	197	199	203	203	201	201									129	149	179	199	201
Physiotherapy	260	273	273	273	278	281	273	288	292	294	295	297	298	303	307	307									182	224	253	297	307
Radiography	39	39	39	39	40	41	39	41	41	41	41	42	42	43	43	43									23	30	36	42	43
Total	479	493	494	494	501	508	494	524	528	530	533	538	543	549	551	551									334	403	468	538	551

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4. Business Process Improvement Commentary

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 May 2014 completed.

RISK Based Audit from January 2008 onwards	2014 March	April	May	June	July	August	September	October	November	December	2014 January	2015 February	March	
				27001			27001							
UK Registrations	NMR44			(pink)			(pink)						(blue)	BSI
Claire Harkin / Chris French				(pink)			(pink)						(blue)	
International Registrations/ Grandparenting		BSI	BSI	(pink)			(pink)							
Anna Lubasinska / Chris French		(blue)		(pink)			(pink)							
CPD				(pink)	(blue)		(pink)		BSI					
Anna Lubasinska / James Wilson				(pink)	(blue)		(pink)		(blue)					
Education				(pink)			(blue)		BSI					
Abigail Gorringe				(pink)			(blue)		(blue)					
Secretariat			(green)	(pink)			(blue)		BSI					
Claire Gascoigne / Louise Hart				(pink)			(blue)		(blue)					
Fitness to Practise				(pink)			(pink)						(blue)	BSI
Kelly Holder / Brian James				(pink)			(pink)						(blue)	
Policy	PII-draft			(pink)			(pink)							
Michael Guthrie				(pink)			(pink)							
Communications		Evntfrc		(pink)			(pink)							
Jacqueline Ladds				(pink)			(pink)							
Quality- Business Proc Improv		BSI	BSI	(pink)			(pink)						(blue)	BSI
Roy Dunn / Kayleigh Birtwistle		(blue)		(pink)			(pink)						(blue)	
Customer Service				(pink)			(pink)							
Louise Hart/Ruth Cooper				(pink)			(pink)							
Human Resources – Employees				(pink)		(green)	(blue)		BSI					
Teresa Haskins				(pink)		(green)	(blue)		(blue)					

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Health and Care Professions Council
Operations Directorate

Department / Person														
Human Resources – Partners														
Hayley Graham														
Facilities/Infrastructure		BSI	BSI											
Stephen Hall					NMR46									
Information Technology/Infrastructure														
Guy Gaskins/Rick Welsby														
Finance		NMR45												
Andy Gillies														
Project Management													BSI	
Claire Reed														
Procurement								BSI						
Wangari Farrelly														
Disaster Recovery														
EMT/CDT														
DeepStore Archive	Bow													
Europa QP Printers														
ServicePoint Scan & Copy			Batt&Croy		Croydon									
Eventsforce Events sign up online														

Legend:

Colour	Meaning	
BSI Audit		
Mazars Audit		Individual audit dates may be moved to accommodate issues outside the Quality department by arrangement.
HCPC ISO audit		Items in Light Blue are planned internal audits. Items in Dark Blue are BSI external audits
Near Miss Reports = NMR#		
PCI-DSS Audit by NGS/NCC		Items in red refer to Near Miss Reports which are unplanned by their very nature.
QMS Major Process Rvw		Items in yellow refer to work on the QMS processes where changes are planned at department level.
As Is output from Project		
3rd Party supplier audit		

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REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR38 UAT on NetRegulate resulted in updating live records.	With sponsor	May 2014	Sept 2014
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	COMPLETED
NMR40 Claim of Reciprocity agreement with Commission on Dietetic Registration			COMPLETED May 2014
NMR41 Letter contained past date for a direct debit payment	In draft Feb 2014	April 2014	June 2014
NMR42 Exploratory bore holes drilled by contractors damaged a gas main, potentially causing risk of explosion.	Jan 2014	Jan 2014	COMPLETED Jan 2014
NMR43 Registration Advisor errors	April 2014	(currently with sponsor)	July 2014
NMR44 Fee rise impact on new PH or AS registrants	May 2014	June 2014	July 2014
NMR45 Supplier returned non HCPC private data to HCPC	July 2014	July 2014	August 2014 Sept 2014
NMR46 Restraint of suspected bicycle thief resulted in slight injury to security guard	July 2014		

4.3 Audits & updated processes

The schedule for the next series of ISO9001 audits is being developed. See 4.1 Tests of encryption are to be trialled within the Registrations department (CPD). Draft processes have been developed. A straw poll of Partners at recent training events suggests experience of using encryption is between 33 – 50% of potential users. The next BSI Audit will be in November 2014, covering

Education, Purchasing & Supplier validation, Registrations CPD, Secretariat, and Staff Development & Training.

BSI continue to work on the migration of our existing QMS to the BSI Entropy platform.

4.4 Corporate Risk Register Maintenance

Register iteration	Draft circulated	Collecting updates	EMT sign off	Published
2014 January	Completed	Completed	Completed	Completed
2014 September	Circulated	Completed	To Sept EMT	Due October
2015 January	Not yet commenced	Not yet commenced	Not yet commenced	Not yet commenced
2015 September	Not yet commenced	Not yet commenced	Not yet commenced	Not yet commenced

Initiatives around various risk assurance enhancements have been tested, including mapping Strategic Objectives to individual risks. This was found to be of no value by the Audit Committee.

4.5 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council/Cmte
2013 June	Completed	Completed	Completed	Completed
2013 August	Completed	Completed	Completed	Completed
2014 Sept, Brought forward July 2014	Completed	Completed	Completed	Completed
2015 June	April 2015	May 2015	May/June 2015	June 2015

4.6 ISO27001 project Information Security Work

An Information Security Management System (ISMS) is under construction. Detailed policies are being mapped to existing roles within the organisation. On going mapping of existing processes to the policy set is required to be completed before assessment by BSI for the initial part of certification. Workshops with the IT department are ongoing.

4.7 Business Continuity / Disaster Recovery Planning

An evaluation of electronic delivery methods will be undertaken in early July – August 2014. In house developed methods cannot be deployed until next Financial year at the earliest, so we are considering an external supplier, that provides our current business continuity service. Budget is in place for this option.

4.8 Information & Reporting Activity

The graph below shows current carton/box numbers within the archive system. Registrations storage is being assessed to validate scanned copies exist before hard copy destruction. There has been a slight increase whilst this is in progress.

A supplier site has been vetted for enhanced information security prior to tests of items being scanned and securely uploaded, for secure browsing by Partners. This test will commence shortly within the registrations department.

Ultimately this trial should lead to a reduction in paper storage requirements over time.

Running Monthly nos to date

Series1	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
	4,213	4,247	4,171	4,054	4,025	4,075	3,953	4,058	4,110	4,110	4,113	4,117
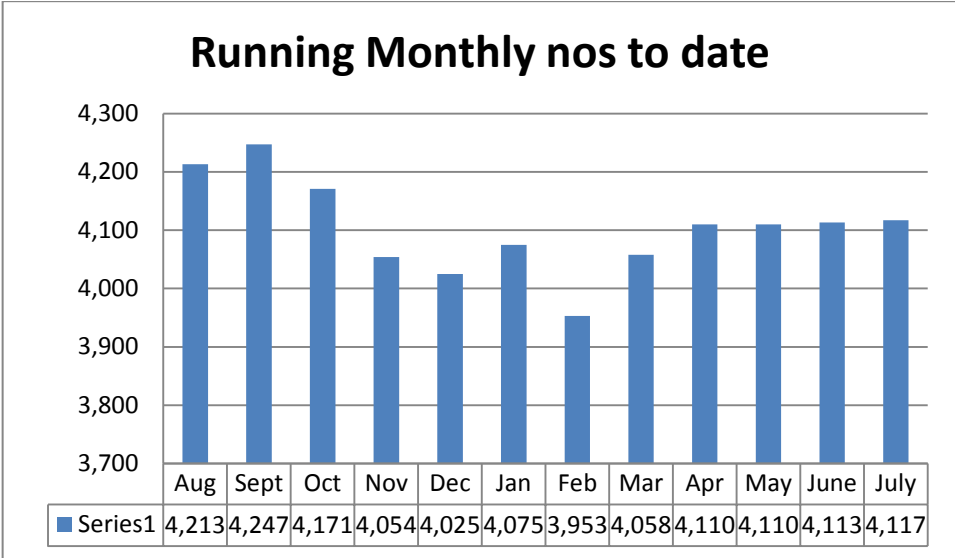
Other items
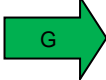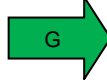
A small group of CDT has been looking at the content required for this financial years information security training for employees and contractors, partners and members. Three quotations were obtained from suppliers. A supplier has been selected. Content will be produced for internal and external users. This will be rolled out to users in the autumn.
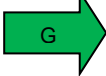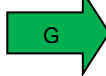
4.9 Departmental Matters
The Quality Compliance Auditor, Kayleigh Birtwistle has been trained in ISO9001 and other systems and techniques. Kayleigh is also able to enhance and run queries under the Freedom of Information route.
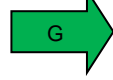
A Data Analyst will be recruited into the Operations area this financial year.

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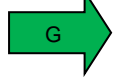
3. Project Management Commentary
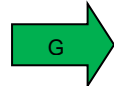
Project Number	Project Name		Project Board	Project Status	
				Previous	Current
MP63	HR and Partners process and systems review		Project sponsor: Marc Seale Project lead: Teresa Haskins	G	G

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
▪ Review and map current HR and Partners business process and systems as they are now (as is) ▪ Define and map HR and Partners business processes and systems required in the future (to be) ▪ Identify preferred/most feasible option for 'to be' processes and systems ▪ 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 ▪ Identify preferred supplier for potential new system(s) ▪ Produce business case for the Phase 2 project to build the preferred solution(s)	▪ Three replies to the tender process were received. ▪ The strongest supplier has been selected and the contract appendices are currently being finalised. ▪ It is anticipated that the contract will be signed following EMT approval on 4th November 2015 with work starting immediately thereafter.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
Initiation: £100,133 Exception Report Sept 2013: £124,105 Exception Report Mar 2014: £155,569 Exception Report June 2014: £208,139	£158,617	December 2012	Initiation: December 2013 Exception Report Sept 2013: June 2014 Exception Report Mar 2014: Nov 2014

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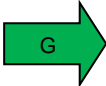
Project Number	Project Name		Project Board	Project Status	
MP70	186 Kennington Park Road Redevelopment		Project sponsor: Marc Seale Project lead: Steve Hall	Previous G	Current G
Project Description					
Planning for 186 Kennington Park Road redevelopment					
Project Scope			**Status update**		
- With the input of an appointed team of consultants, fully design a scheme that aligns with the cost requirements of the overall project; - Obtain the local planning authority permissions to allow the project to proceed; - Tender for the contracts to demolish and construct a replacement building at 186 Kennington Park Road.			Planning application has been made to Lambeth Council and we are awaiting a decision		
Project Budget History	**Committed spend**		**Date of Initiation**	**Project End Date History**	
At Initiation: £534,392	£411,299		March 2013	At Initiation: November 2014 Feb 2014 Exception Report: May 2015	

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Project Number	Project Name		Project Board	Project Status	
MP64	Education System Build		Project sponsor: Brendon Edwards Project lead: Paula Lescott	Previous G	Current R
Project Description					
Implementation of the recommendations made during the Education systems and process review project previously undertaken					
Project Scope			**Status update**		
- 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; - 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; - Maximisation of new technology to provide automation within data and business processes; - 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; - Review of the Department structure, teams and roles to align with the new system and business processes			- Although the main contractor has been producing extremely good work, they have underestimated the amount of time that they require to deliver the project. - Due to this a decision has been taken to continue to deliver the core functionality in Q4 2014-15 but to de-scope any integration with other HCPC systems to a later release. - This second release has been given a preliminary delivery date of September 2015 in order to allow for any post-production issues to be resolved in the same release. - The project will therefore now close in October 2015. An exception report stating this timetable has been approved by EMT. There is no impact on the approved budget for the project. - Work has been begun in earnest in preparation for data migration, training and user acceptance testing.		
Project Budget History	**Committed spend**		**Date of Initiation**	**Project End Date History**	
At Initiation: £1,098,117	£634,988		December 2012	At Initiation: April 2015 Sept 2014 Exception report : October 2015	

Project Number	Project Name		Project Board	Project Status	
MP71	Fees Review		Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous R	Current R
Project Description					
Review of current registrant fees and implementation of any agreed changes					

Project Scope	Status update
- To undertake the financial analysis required to determine whether the organisation needs to raise its registrations fees - If it is deemed necessary, prepare and seek approval from Council for a revised fee structure - Undertake a public consultation with stakeholder groups. - Analyse all consultation responses received and issue a response - Amend and implement required Rules changes. - Amend the fees structure within Net Regulate - Undertake communications with stakeholder - Amend all references to fees in HCPC documentation and on the website.	- Following successful go-live for the new fees structure a bug has been found with the print files that are generated from Net Regulate. - The files are outputting the new fee structure regardless of the structure that is applicable to the individual registrant. - A fix for the bug has been deployed and tested - As the bug will not affect registrants until the fees are raised again and in order to minimise disruption to the business the fix will be deployed at the same time as other developments to the system - The project will therefore not close until March 2015 - An exception report approving this increase in time has been approved by EMT

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £3,450 Exception report Sept 2013: £7,230	£6,080	May 2013	At Initiation: May 2014 Sept 2014 Exception Report: March 2015

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Project Number	Project Name	Project Board	Project Status	
MP72	Online renewals review	Project sponsor: Greg Ross Sampson Project lead: Claire Harkin	Previous G	Current A

Project Description
Review of the online renewals system to improve usability and a review of our online payment providers to reduce costs

Project Scope	Status update
- Renaming the authentication code - Changing the activation and authentication codes generating algorithm - Creating the functionality to allow registrants to remove their name from the Register via the online system. - Improve renewal status communication within the system - Create functionality to produce an acknowledgement of payment when a registrant is sent their certificate and card. - Improve work address functionality - Create functionality to allow a registrant to be provided with an option to print out the terms and conditions. - Changing the date of birth formatting - Review card payment costs and implement cost savings - Perform a data clean up on registrant addresses to ensure all registrants have data in all address lines	- Functional Design Specifications have been drawn up for the changes required - Due to a delay on a previous Net Regulate release, managed outside of the major project process, the release of these changes has been delayed. - An exception report will be presented to EMT if an increase in time on this project is required.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £148,410	£0	Apr 2014	At Initiation: March 2015

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Project Number	Project Name	Project Board	Project Status	
MP 75	Registrations process and systems review	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Initiating	G

Project Description	
Review of the Registrations department's processes and supporting systems	

Project Scope	Status update
▪ Re-engineer the Registration processes, to ensure streamlining where commonalities of process occur. ▪ Identify where the touchpoints with the system will be, and identify any manual processes that could be automated within the system. ▪ Write the functional and non-functional requirements, including interfaces with other systems. o Functional and non-functional requirements will be written with a view to move as many processes online as possible – specifically the application processes, CPD audits, and setting up direct debits. ▪ Produce high level draft operating procedures, to reflect the procedural context of the functional requirements. ▪ Produce a gap analysis between the functional/non-functional requirements, and our current solution. ▪ Determine the scope, write the business case and prepare the tender for Project 2: Design and Build.	▪ The project has initiated and a business analyst supplier has been appointed

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £296,278	£16,647	July 2014	At initiation: June 2015

Project Number	Project Name		Project Board	Project Status	
MP 76	Domino to Exchange migration		Project sponsor: Guy Gaskins Project lead: Rick Welsby	Initiating	G
Project Description					
Migration of email service from Lotus Notes to MS Outlook					
Project Scope			**Status update**		
- Migration of the email platform from IBM Domino to Microsoft Office 365. - Implementation of functionality to enable an email retention policy to be applied by the business - A decision by EMT of the enforcement of email retention in the context of the wider organizational information management standards. - Installation of non-telephony Lync (preparing for the future) - Staff training on the new technology			- EMT have approved initiation - A tender process for a supplier will now commence		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £116,727		0	September 2014	At initiation: March 2015	

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Uninitiated projects included in the Project management workplan 2014/15

Project name	Comments
HR and Partners systems build	This project is undergoing initiation
Stakeholder contact management system	Due to commence initiation in September 2014
SAGE & PRS upgrade	This project is undergoing initiation
Direct Debit Review	This project has been closed and the work will be delivered as part of the Registrations process and systems review project
FTP changes	Due to commence initiation in May 2014 – initiation has been delayed due to a dependency on other development work on the FTP system
Net Regulate changes	Due to commence initiation in November 2014

5. Facilities Management Report

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

5.2 Office Moves
These took place in early June and involved the Human Resources and Fitness to Practise departments. The moves went well and all employees who relocated where working again by midday of the next working day following the move.

5.3 Health & Safety
A review of the current policy and procedures has been carried out and draft replacement policies and procedures have been drawn up and placed before EMT for approval before going to consultation with all employees.

5.4 Doors to Stannary Street
On 30 August, a second set of automatic doors was installed at the Stannary Street entrance to mitigate against unwanted visitors to the building and tailgating.