Operations Directorate Management Information Pack

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September 2015

Contents

1. Executive Summary

1.1 Registration - 1 June 2015 to 31 August 2015

As expected this was one of the busiest periods for the Registration Department with six professions renewing their registration and the start of the peak period for new UK graduates applying for registration. The team achieved all of the department's service standards during the period, apart from replying to UK emails and international emails. The team responded to 95.6% of UK emails and 93.4% of international emails within two working days, compared to the standard of responding to all emails within two working days. Response times were adversely affected by the two day closure of the office due to a flood. The rollout of Microsoft Outlook also affected the productivity of registration advisors responding to emails.

1.1.1   UK Telephone Calls
The team received 3,575 more calls than forecasted during this period. The fee increase which came into effect on 1 August, queries regarding application updates from international and UK applicants and the number of professions that we had in renewal at this time, attributed to this.

1.1.2   UK Applications
Historically, the team register larger numbers of UK applications during August and October, with a decrease in UK registrations in September. However, the expected increase in volume for August was received in July, which meant Registration have had to move resource from other areas to process these applications.

1.1.3   International Applications
Fewer numbers of international applications were registered during this period. This was partly due to resource being deployed to process UK applications. This is reflected in the forecast for international registrations. In the coming months, more resource will be allocated to process these international applications as lower numbers of UK application is forecasted. All international applications received were acknowledged within five working days.

1.1.4   Registration Renewals
In this period we had six professions renewing their registration, with the window for paramedics and orthoptists closing on 31 August. There continues to be an increase in registrants using the online portal to renew their registration.

1.2 Project management

During this period four projects have closed:
- Domino to Exchange migration
- Registrations process and systems review
- Fees Review 2015
- Net Regulate changes 2014-15

The closure of these projects has delivered Outlook functionality to the organisation, the business case and background documentation for the Registrations transformation and improvement project and increased fees.

The Net Regulate changes project failed to deliver its objectives as it was determined that due to the delays encountered on the project the business case for making the changes was no longer valid. Therefore the project went through the premature closure process.

The HR and Partners systems build project has seen a marked improvement. The risk around whether the software can assist with the management of the Partners' function has now been closed and the project is progressing with system configuration, customisation and data migration.

The Stakeholder relationship management system project has encountered a potential issue with the installation of the system on our existing platform. The impact of the issue is currently being investigated.

1.3 Business Process Improvement

1.3.1 Audits & Processes
Our external ISO 9001 auditor, BSI has audited to the ISO9001 and ISO27001 standards.

1.3.2 ISO27001 & Business Continuity
We are certified to ISO27001:2013. We will continue training employees and Partners on an annual basis. We are looking to complete the initial online DR plan "ShadowPlanner" work in October with a simplified version of the current plan.

2 Registration Management Commentary

2.1. Operational performance 1 June 2015 to 31 August 2015
a) Telephone calls

i) UK telephone calls – During this period the team received a total of 32,512 telephone calls which is 9,443 less calls compared to the same period two years ago, but 3,575 more than forecast. The team answered 97% of calls received compared to 94.6% during the same period two years ago.

ii) International telephone calls – During this period the team received a total of 1,742 telephone calls which is 81 less calls than the same period last year and represents a 4.4% decrease in calls. The team answered 99% of calls received compared to 96% during the same period last year.

b) Application processing
i) UK applications

Over this period, more UK applications were registered than forecast. This is may be due to the fee rise that came into effect on 1 August, however we still expect the current forecast trend to continue.

A total of 6,981 UK applications were received which is 4.2% less than forecasted. We received 290 or 4% fewer UK applications compared to the same period last year.

The team registered 6,422 UK applications which is 3.6% more than forecasted.

The team processed all UK applications within eight working days.

ii) Readmission applications

The team processed all readmission applications within ten working days.

iii) International applications

A total of 1,412 new International applications were received which is 4.1% less than forecasted. As a result, the operational forecast has been adjusted to reflect this downward trend. This means that we will be forecasting to receive 5,922 new international applications this financial year which is 366 less applications than previously forecast. The forecast will be reviewed every two months.

We received 326 more International applications when compared to the same period last year which represents a 30% increase. The upward trend that we have forecast has continued and reflects the current strength of the UK economy.

The team registered 590 applications which is 200 less applications compared to the same period last year. This is 25.3% less than the same period last year, and 23.5% less than forecast. This is due to resource being allocated to registering UK applications, a month earlier than forecast.

The team acknowledged receipt of applications within five working days on average during this period for both European Mutual Recognition (EMR) and Non-EMR applications. The team are currently processing complete Non-EMR applications within 37 working days of receipt and complete EMR applications within 34 working days of receipt.

iv) Visiting European health professional declarations

The team received 165 declarations which is 42 or 34.1% more compared to the same period last year. The number of registered visiting European health professionals for the same period last year has decreased by 30.8% to 329, which is 5 less than the forecast of 334.

c) Emails
i) UK Emails – A total of 10,196 emails were received which is 29 or 0.3% more than in 2013. The team responded to 84.4% of UK emails within one working day and 95.6% within two working days.

ii) International emails – A total of 1,405 emails were received which is 382 or 37.3% more than last year during the same period. The team responded to 92.7% of these emails within one working day and 93.4% within two working days.

As a result of a burst water pipe on Kennington Park Road, the office closed early on 29 June and did not reopen until 1 July. Also, Microsoft Outlook was rolled out to the entire organisation on 20 July replacing the Louts Notes email service, and this affected the productivity of registration advisors whilst they adjusted to the new software. As a result of these events 4.4% of UK emails and 6.6% of international emails were responded to outside of the two working day service standard.

d) Continuing Professional Development (CPD) audit

A total of 409 CPD profiles were received during this period which were acknowledged within five working days, and all complete CPD profiles were processed within 60 working days of receipt. Four assessment days was held during this period, where 503 CPD profiles were assessed. In addition 188 CPD profiles were sent to assessors to be assessed electronically.

e) Registration renewals

At the beginning of June 21,274 paramedics and 1,371 orthoptists were invited to renew their registration. 98.1% of paramedics and 97.6% of orthoptists successfully renewed appropriately and on time.

This compares favourably with 2013 when 98.1% of paramedics, and 96.3% of orthoptists renewed their registration. Of the paramedics who successfully renewed, 91.9% renewed their registration using the online portal. This compares favourably with 2013 where 91.8% of paramedics renewed their registration using the online portal, an increase of 0.1%.

Of the orthoptists who successfully renewed, 92.2% renewed their registration using the online portal. This compares favourably with 2013 where 91.8% of orthoptists renewed their registration using the online portal, an increase of 0.4%.

At the beginning of July 5,312 clinical scientists, 1,008 prosthetists / orthotists, and 14,990 speech and language therapists were invited to renew their registration. Their renewal window will close on 30 September 2015.

At the beginning of August, 36,381 occupational therapists were invited to renew their registration. The renewal window will close on 31 October 2015.

All complete paper renewal forms were processed within ten working days of receipt.

f) Postal correspondence

On average, the team processed postal correspondence within 10 working days of receipt.

2.2 Resource
Employees

The department operated within its budgeted headcount during this period.

2.3 Registration research programme
Since 2010 the Registration Department has worked in partnership with a specialist organisation to gain an in-depth insight into the overall customer service experience from a registrant viewpoint. The research has enabled the Registration Department to gain quantitative feedback on call handling quality, and also to have a clear basis for making decisions about future service developments. A copy of the most recent quarterly report providing results of the research carried out earlier this year is attached in 2.4 to provide Council with an example of the research undertaken on a quarterly basis.

Insights for Action

Registrant Survey results 2015 - 2016: Period 1 – Presented 21 July 2015

Introduction

The data sources

This report is drawn from:

Survey
122 responses gathered from 1st March 2015 to 31st May 2015 (Target 130).

Surveys were completed on paper and returned direct to Accelerator by post. There was also an online version of the survey with a link from the HCPC website.

Call analysis
25 calls analysed on Monday 1st June (Target 25) from 1st March to 29th May.

Accelerator listened to and analysed recorded calls at HCPC's offices against specific criteria.

Tele-depth interviews
15 tele-depth Interviews conducted (Target 15)

Tele-depth interviews were carried out with registrants who volunteered themselves in the survey.

The icons above are used throughout the report to indicate the data source of charts and verbatim feedback.

Analysis

Base numbers (number of respondents) are shown below charts. These vary somewhat, as not all respondents have answered all questions.

Verbatim analysis is not a science – we're at the mercy of the interviewee or respondent. People can mention several themes in one comment so the total number of themes may not match the number of respondents.

Historical comparisons

In Q3 2011, we moved from an Annual survey with two reports (interim and final), to quarterly surveying and reporting. This has shifted slightly, and 2015: Period 1 includes 1st March 2015 to 31st May 2015,

On spread charts, the darker colours (right-hand bars) represent the most recent results, and the lighter colours (left-hand bars) represent the previous period. Spread charts also feature the following key:

⬆ Average increased   ▬ Average stayed the same

⬇ Average decreased by less than 1.0   ⬇ Average decreased by 1.0 or greater

Table of contents

Findings are reported under the following section headings:

Each section of the report contains relevant results from the responses to the survey, telephone interviews and call analysis.

Interpreting spread charts

Polarisation

Suggests inconsistencies in experience across the sample.
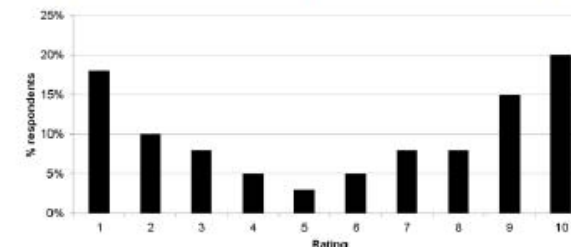
Normal

Suggests a consistent level of 'typical experience' across the sample.
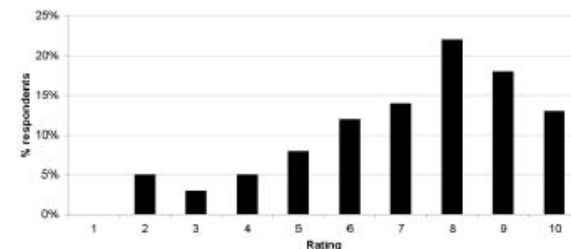
Random

Suggests differences of opinion / expectations across the sample.
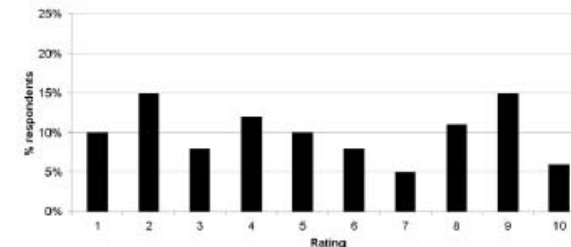
Demographics (1)

Why are demographics important?

It is important to understand the wider context of data when analysing or interpreting it, especially before action-planning or decision making is done using results.

Demographic analysis helps to illustrate the robustness of sub-sections of the sample used to reveal differences within the sample.

Demographic data

Respondents by profession
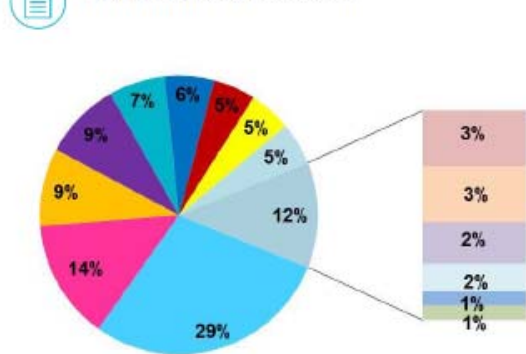
- Social workers
- Paramedics
- Biomedical scientists
- Radiographers
- Dietitians
- Operating department practitioners
- Hearing aid dispensers
- Prosthetists / orthotists
- Physiotherapists
- Occupational therapists
- Practitioner psychologists
- Speech and language therapists
- Chiropodists / podiatrists
- Arts therapists
- Clinical scientists
- Orthoptists

Base number: 122

Respondents by application type

- UK approved course application
- Renewal
- International registration
- Readmission application
- Renewal (with CPD)
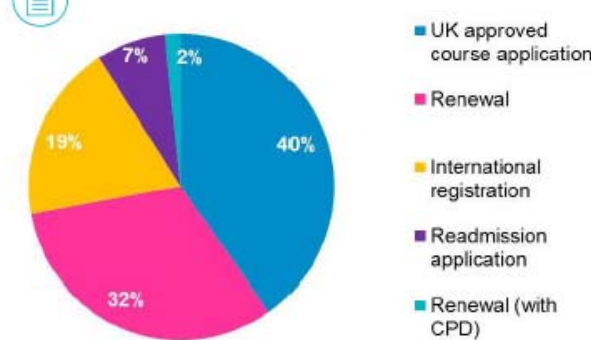
Base number: 122

Length of registration
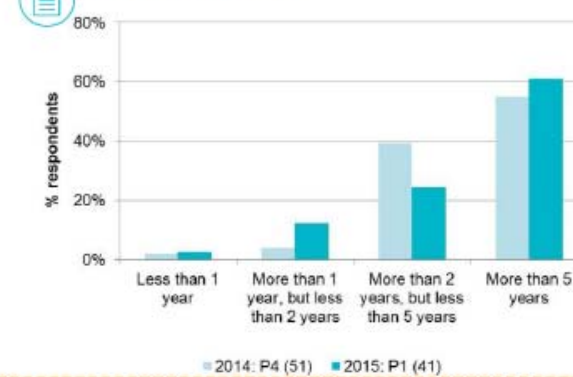
- 2014: P4 (51)
- 2015: P1 (41)

How respondents heard about the survey

- I received it in the post
- I followed a link on the HPC website
- I received an email with a link to the survey
- Other
- I picked it up at a recent 'Meet the HCPC' event
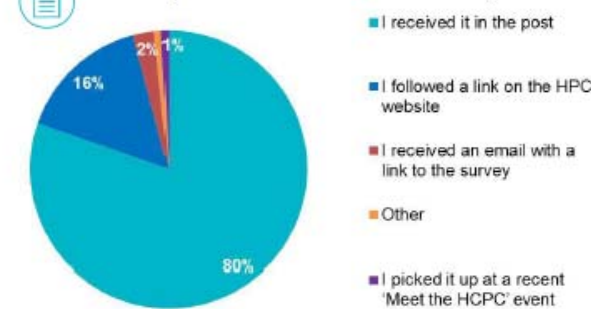
Base number: 122

How respondents completed their forms

- Online at www.hcpc-uk.org
- Pink paper form by post
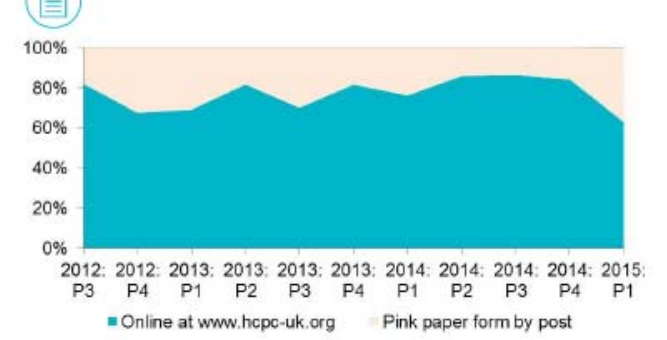
Base number: 41

Type of call

- UK
- International
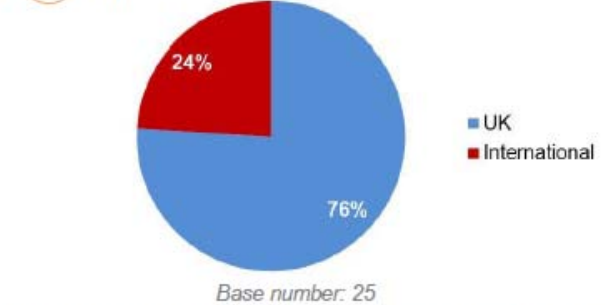
Base number: 25

Caller type

- Practising registrant
- New applicant
- International applicant
- Re-admission applicant
- Other
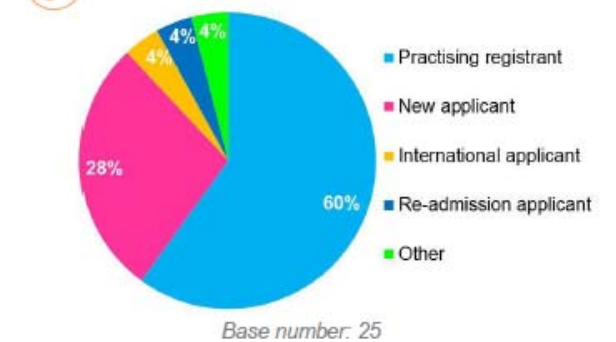
Base number: 25

Demographics (2)

Interviewees by profession

- Social workers — 20%
- Occupational therapists — 20%
- Physiotherapists — 13%
- Paramedics — 13%
- Biomedical scientists — 13%
- Chiropodists / podiatrists — 7%
- Dietitians — 7%
- Operating department practitioners — 7%

Base number: 15

Interviewees by application type

- UK approved course application — 47%
- Renewal — 33%
- Readmission application — 7%
- Renewal (with CPD) — 7%
- International registration — 7%

Base number: 15

Summary

The target of 130 responses on the main survey was just missed this quarter, with 122 completed surveys.

This quarter, receiving the HCPC survey in the post was the most effective method of gathering responses (80%). This was followed by the link on the website, which accounted for 16% of respondents.

Completing registration online was slightly less popular this quarter than the previous quarter, with 63% of survey respondents saying this is how they completed their renewal. 37% chose to complete their renewal by post this quarter.

The most popular profession to complete the survey this quarter were Social Workers (29%). This was followed by Physiotherapists with 14%.

Accelerator spoke to 15 people for a tele-depth interview.

The sample for call analysis included calls recorded from early March to late May.

Overview (1)

ONE word perception of the HCPC

Positive (6)	Neutral (6)	Negative (3)
Professional (3)	Necessary (2)	Closed
Efficient (2)	Ruling	Frustrating & disappointing
Excellent service	Professional body	Tiresome
	Business-like, official, distant	
	Do what they have to do	

ONE thing to change by period and topic area
Refer to later sections for further detail.

■2015: P1 (80) 2015: P1　■2014: P4 (92) 2014: P4
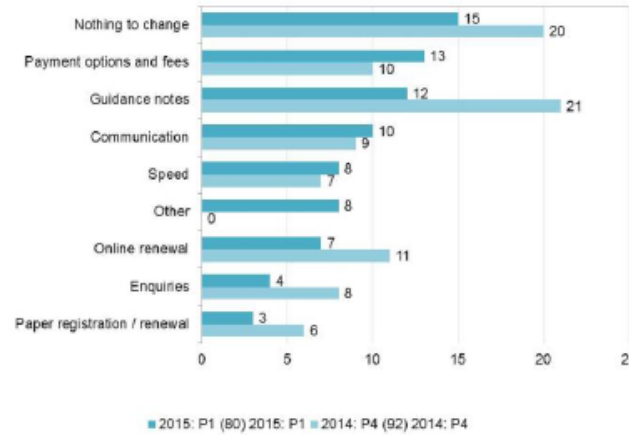
ONE thing to change breakdown of 'Other'
Refer to later sections for further detail.

■2015: P1 (80) 2015: P1　■2014: P4 (92) 2014: P4

Service Performance Indicators (SPIs)

—Efficiency　—Speed of registration　—Overall satisfaction
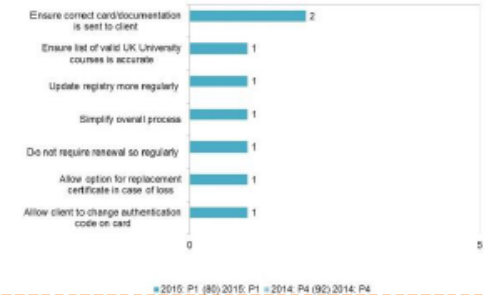
What is most important to respondents?

	2014: P4		2015: P1		Rank change
	Respondents	Ranking	Respondents	Ranking	
Speed of the renewal / registration process*	90%	1	80%	1	-
Ease of use of application forms and guidance notes	82%	2	75%	2=	-
Ease of contacting the HCPC	81%	3	75%	2=	+1
Ability to resolve issues effectively	76%	4	64%	4	-
Clarity of information provided by the HCPC's Registration Department	73%	5	61%	5	-
Helpfulness of the registration advisor	68%	6	57%	6	-
Knowledge of the registration advisor	55%	7	40%	7	-
Speed of answering the phone	47%	8	19%	8	-

*Each respondent chose five aspects. * These two indicators were merged*
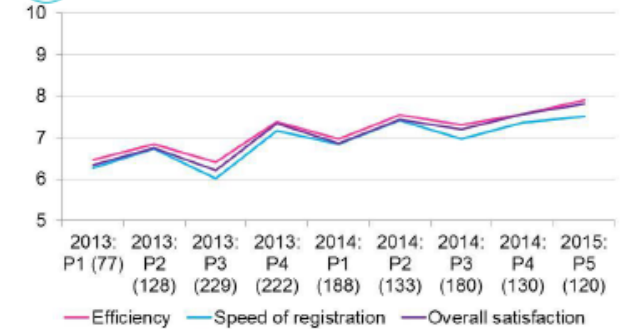
"How efficient did you find the service provided by the Registration Team?"
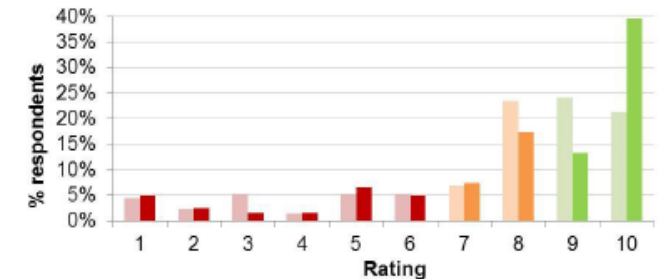
Averages: 7.6 (2014:P4), 7.9 (2015:P1) 0.4
Base numbers: 132 (2014:P4), 121 (2015: P1)

Overview (2)

"How would you rate the speed of the registration process?"

Averages: 7.4 (2014:P4), 7.5 (2015:P1)
Base numbers: 133 (2014:P4), 121 (2015:P1)

0.1

"How satisfied are you with the overall registration service?"

Averages: 7.6 (2014:P4), 7.8 (2015:P1)
Base numbers: 130 (2014:P4), 120 (2015:P1)

0.3

SPIs by application type

- Efficiency
- Speed of registration
- Overall satisfaction

SPIs by profession

- Efficiency
- Speed of registration
- Overall satisfaction

NB – Professions with less than three respondents are not shown.

Ease of use of application forms and guidance notes

- 2015: P1
- 2014: P4

Paper base numbers: 87 (2014: P4), 92 (2015: P1)
Online base numbers: 41 (2014: P4), 24 (2015: P1)

Summary of tele-depth feedback

The tele-depth interviews carried out this quarter provide good anecdotal evidence to support the findings from the main survey. A wide range of subjects were covered, and the telephone advisers received some praise.

Summary

Service performance indicators have shown a slight increase in performance this quarter compared to P4 2014. Occupational therapists and practitioner psychologists both gave positive views of HCPC in terms of overall SPIs. This quarter, radiographers, chiropodists / podiatrists, and operating department practitioners have shown slightly lower levels of overall satisfaction, speed, and efficiency ratings with HCPC compared to other professions. The historical differences in SPIs between social workers and other professions were not apparent this quarter.

Renewal (with CPD) seemed to be the least satisfied with their registration experience and International registrants seemed considerably less satisfied with the speed of the registration process, this is similar to previous periods.

In the One Thing to Change area 'nothing to change' has moved to 1st position compared to 2nd place last quarter. Payment options and fees , guidance notes, and communication were also top themes.

All 3 SPI's have increased slightly since the last quarter.

Enquiry handling indicators have shown an improvement on the main survey, and there have also been marked improvements on the call analysis.

Paper registration / renewal

Ease of use of the application forms (paper)

Clarity — 7.7 / 7.4
Ease of completion — 7.7 / 7.2
Accessibility (ease of finding) — 8.0 / 8.0

Rating

■ 2015: P1 (93)   ■ 2014: P4 (86)

Ease of understanding the guidance notes

Ease of understanding — 7.8 / 7.5
Usefulness — 8.1 / 7.8
Comprehensiveness — 8.0 / 7.7

Rating

■ 2015: P1 (92)   ■ 2014: P4 (84)

Relevant ONE thing to change comments (3)

- Streamline/simplify paperwork (2)
- Simplify counter-signatories process

Also see Guidance notes / instructions on Page 16

Tele-depth feedback

- Clearer guidance around counter-signatories
- Too many documents to gather – amount of paperwork required should be reduced
- If there are errors in the registration paperwork, they should be communicated to the client as early as possible, and at the same time, in order to avoid repeat returns of forms

Summary and emerging themes

There have been small increases across all but one performance rating for paper registration / renewal. Comments in the "One Thing to Change" area again suggest that the paperwork that needs to be submitted should be streamlined/simplified, as requesting a clearer process for providing counter-signatories.

Online renewal

Were you aware that you can renew your registration online?

21%
79%
■ Yes ■ No
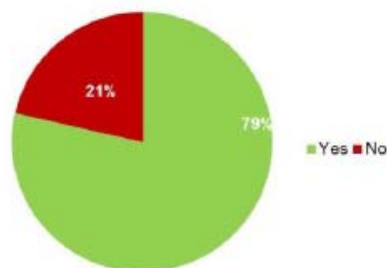
Base number: 14 (only those completing renewal by paper)

Reasons for choosing not to renew online (10)
- Problem with login credentials (2)
- Email less reliable (2)
- Prefers paper (2)
- Needed to return documents with form
- Couldn't access online renewal service
- Online process is confusing
- Easier to fill in paper form with guidance over the phone

How likely are you to complete your renewal online in the future?

6.4
Average across Paper registrants (14)

9.9
Average across Online registrants (26)

Ease of use of the renewal form (online)

	Rating
Ease of access / log in process	7.9 / 7.8
Clarity of instructions	8.1 / 7.8
Ease of completion	8.3 / 8.1

■ 2015: P1 (24)   ■ 2014: P4 (43)
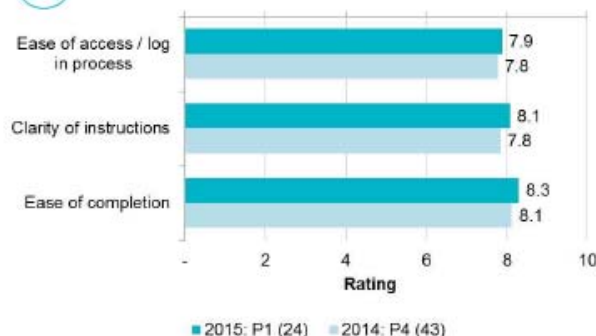
Issues experienced completing online (10 comments / 10 people)

Login credentials (5)
- Lengthy process locating/requesting codes (2)
- Problem with codes
- Too many security details required
- Unable to log in

Website (1)
- Difficult to find where to re-register

Other (1)
- Unclear instructions

Benefits of renewing online (22 comments / 18 people)
- Easier / quicker (11)
- Ensures process is done correctly and nothing is omitted (4)
- Avoids postal system (3)
- Can be done anytime (2)
- No paperwork
- More convenient

Relevant ONE thing to change comments (7)
- Make it easier to log-in (2)
- Provide correct codes (2)
- Link to registration on front page of website (2)
- Website needs to work correctly

Tele-depth feedback
- Website navigation clear (4)
- Easy to use (3)

- Confusing website navigation (3)
- Concerns about security of HCPC website
- Would prefer to talk to somebody

"She did it all online and it was seamless. She is very happy with the process and she was able to check how her registration was going online as well."

Summary and emerging themes

This area has shown an improvement in indicators this quarter. There are however still some mentions of codes and passwords associated with the online system being difficult to find and hard to use, as well as requests for a link to online registration to be provided on the front page of the HCPC website.

The likeliness to renew online in the future has increased for paper registrants this quarter. Those who renew online are highly likely to continue renewing in this way.

Speed

Ability to respond to enquiries within an acceptable time frame

Averages: 7.7 (2014: P4), 7.9 (2015:P1)
Base numbers: 69 (2014: P4), 62 (2015:P1)

0.3

Time taken to speak to a registration advisor on the phone?

■ 2014: P4 (87)　■ 2015: P1 (74)

How reasonable is that response time?

7.6
2014: P4
average (73)

8.2
2015: P1
average (65)

How long did it take to receive a response to your email?

■ 2014: P4 (51)　■ 2015: P1 (52)

How reasonable is that response time?

7.0
2014: P4
average (43)

7.4
2015: P1
average (49)

What is a reasonable time for processing applications / renewals?

Renewals, with and without CPD

The most popular response is 20 days, but this is reasonable to only 26% of respondents. The next most popular response, 14 days, is reasonable to 56% of the sample.

Readmissions and UK approved course applications

The most popular response is 10 days, and this is reasonable to 82% of the sample. The next most popular response, 7 days, is reasonable to 93% of the sample.

International and grandparenting applications

The most popular response is 2 months, and this is reasonable to 65% of the sample. The next most popular response, 1 month, is reasonable to 96%.

Note: The number of people that an option would be reasonable to comprises those who had expectations that are equal to or lower than that option.

Relevant ONE thing to change comments (8)

- Reduce waiting time for card to arrive (2)
- Reduce time taken to register (2)
- Reduce processing time for application
- Provide option to fast track in exceptional circumstances
- Faster processing for international applicants
- Ensure all errors in registration dealt with at same time

Tele-depth feedback

- Reduce time taken to register (2)
- Avoid repeat return of forms due to errors, which slows the whole process

"This was frustrating ,as because of errors picked up on her form it was returned to her 3 times. She was told her registration would take 10 days - in the end having begun the process in January she was finally registered last week (so it took nearly 3 months)"

Summary and emerging themes

The ability to respond to enquiries within an acceptable time frame has improved since last quarter. More calls were answered within 30 seconds this quarter, which resulted in a 0.6 increase in how reasonable respondents found telephone response time. Responding to emails in a reasonable timeframe has also improved. More emails in this quarter received a response within 24 hours, leading to a 0.5 increase in how reasonable respondents found email response time.

The most popular response time for processing renewal is 20 days, but this would be reasonable to only 26% of the sample. If processing time decreases to 14 days, 56% of the sample view the timeframe as reasonable.

The most popular response on processing time for international registrants is 2 months, which is reasonable to 65% of the sample.

Repeat return of forms due to errors is something which has been flagged by respondents several times, as both a negative aspect of paper registration, and something which causes considerable delays. Respondents suggest all errors should be dealt with at the same time.

Enquiries (1)

Ease of contacting the HCPC in a convenient way.

Averages: 7.7 (2014: P4), 8.2 (2015:P1)
Base numbers: 121 (2014: P4), 115 (2015:P1)

0.5

Enquiries made with regards to registration over the last 3 months – by length of registration

— 2012 Cumulative (333) — 2013 Cumulative (455)
— 2014 Cumulative (316) — 2015 Cumulative (41)

Clarity of information given

Averages: 7.5 (2014: P4), 7.8 (2-15:P1)
Base numbers: 56 (2014: P4), 44 (2015:P1)

0.3

How registrants contacted the HCPC

- In person
- Letter
- Email
- Phone

2014: P4 (85)   2015: P1 (78)

Purpose of call

- Other enquiry about a specific registration matter
- Giving information
- Other
- Chasing application/renewal/readmission status
- Other information request

38%
21%
21%
13%
8%

Clarity of information given

Averages: 8.5 (2014: P4), 9.6 (2015:P1)
Base numbers: 25 (2014: P4), 25 (2015: P1)

1.1

hcpc health & care professions council

Accelerator

Enquiries (3)

Keeping registrant informed

Averages: 6.1 (2014: P4), 6.7 (2015: P1)
Base numbers: 67 (2014: P4), 59 (2015:P1)

0.6
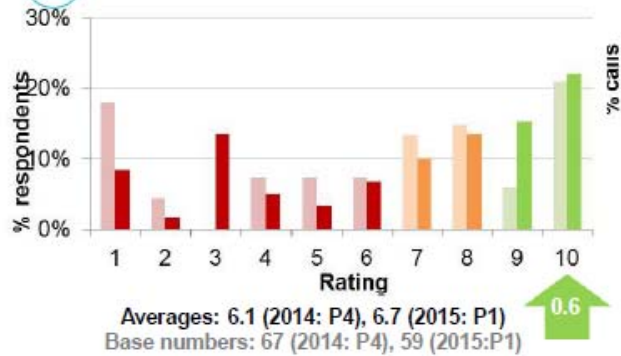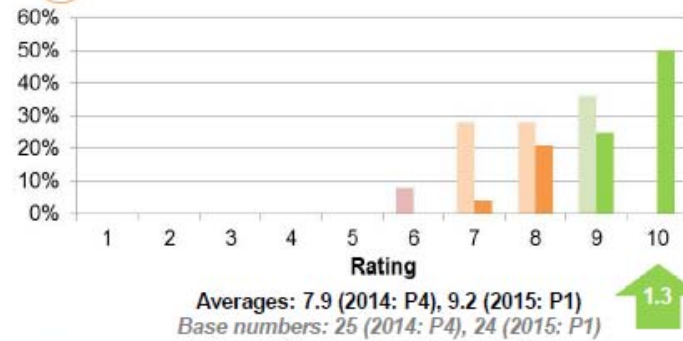
Keeping caller informed

Averages: 8.4 (2014: P4), 9.3 (2015: P1)
Base numbers: 24 (2014: P4), 24 (2015: P1)

0.9

Call control

Averages: 8.3 (2014: P4), 9.6 (2015: P1)
Base numbers: 25 (2014: P4), 23 (2015: P1)

1.2

Call personalisation

Averages: 7.9 (2014: P4), 9.2 (2015: P1)
Base numbers: 25 (2014: P4), 24 (2015: P1)

1.3

Team working (new)

Averages: 7 (2014: P4), 7 (2015: P1)
Base numbers: 2 (2014: P4), 2 (2015: P41

Service recovery (new)

Averages: 7.5 (2014: P4), 6 (2015: P1)
Base numbers: 2 (2014: P4), 1 (2015: P1)

1.5
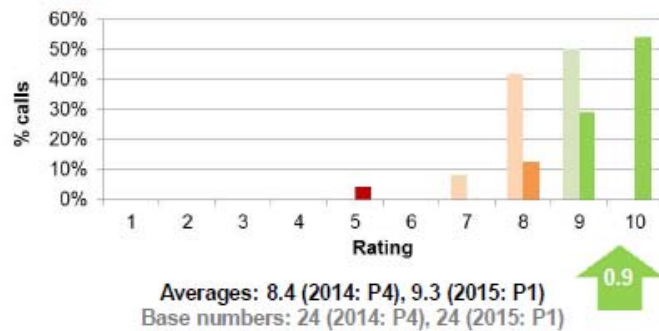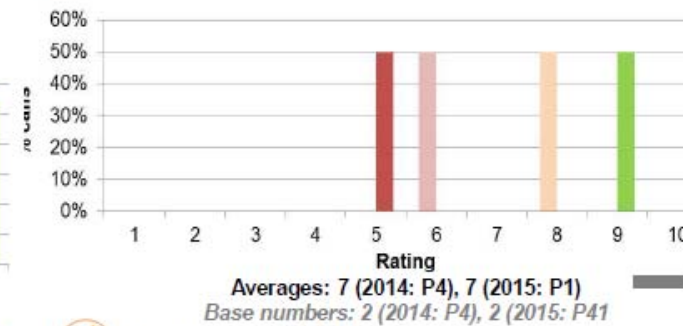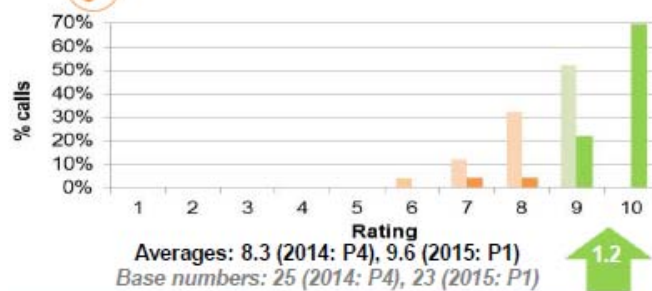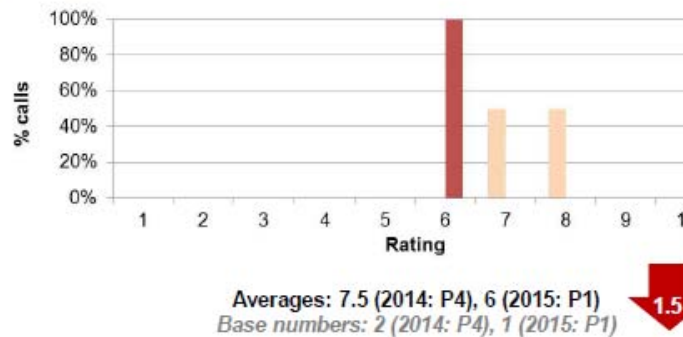
Relevant ONE thing to change comments (4)

- Improve customer service (3)
- Advisors to provide correct information

Tele-depth feedback

- Long waiting time (2)
- Had to contact more than once to get a resolution (2)
- Unhelpful registration advisor
- *"He rang on 3 different days. Each time the person he spoke to was morose and seemed uninterested and very disengaged."*

- Helpful advisor (3)
- Prompt and efficient response to emails
- *"She has phoned several times and was pleased to be able to speak to someone based in the UK. They were friendly and helpful."*

Summary and emerging themes

This period respondents seem to find contacting the HCPC more convenient than 2014: P4 with an increase in ratings of 0.5. This follows an increase in the previous quarter. The main method used to contact the HCPC remains via phone, however there were slightly more emails and letters in this period.

Scores have generally increased significantly on both the main survey and the call analysis – a very positive finding! Lower ratings recovery is based on just one relevant call this quarter.

The tele-depth feedback has revealed both positive and negative responses on enquiry handling. However far fewer interviewees mentioned they had a negative experience this quarter, with an improvement in the helpfulness of registration advisors .

Call handling (1)

Impact of call

2014: P4

Initial demeanour

Closing demeanour

0%　20%　40%　60%　80%　100%

■ Very happy　■ Happy　■ Friendly　■ Neutral
■ Concerned　■ Slightly irritated　■ Angry

2015: P1

Initial demeanour

Closing demeanour

0%　20%　40%　60%　80%　100%

■ Very happy　■ Happy　■ Friendly　■ Neutral
■ Concerned　■ Slightly irritated　■ Angry

Base numbers: 25 (2014: P4), 25 (2015: P1)

Advisor's name given?

16%　84%　　8%　92%

■ Yes
■ No

Base numbers: 25 (2014: P4), 25 (2015: P1)
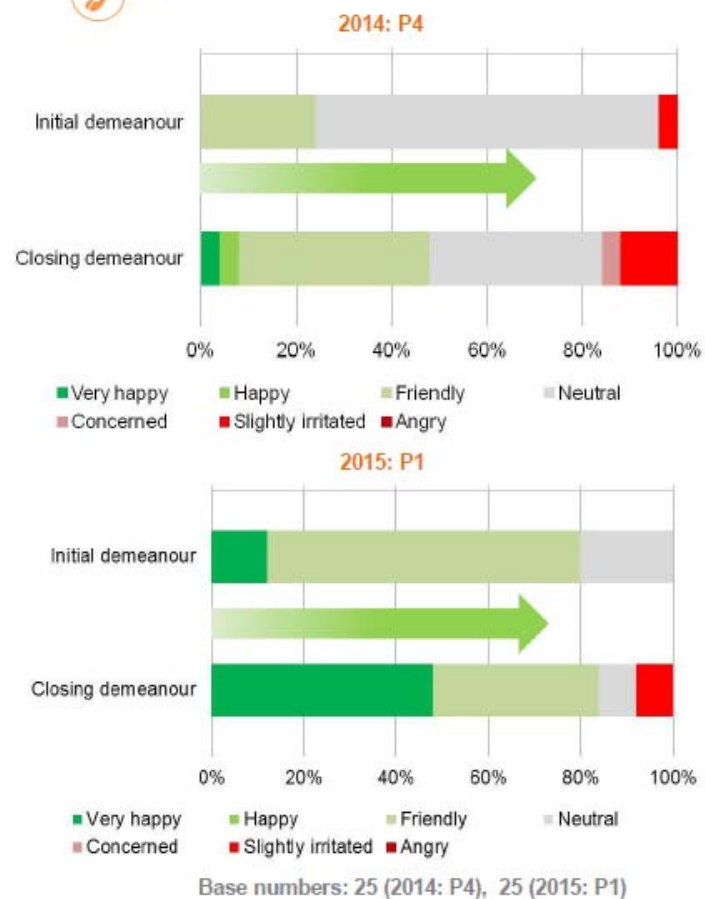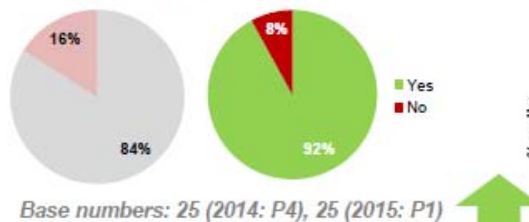
Security questions asked?

16%　80%　　16%　4%　80%

■ Yes
■ Partial
■ No
■ Not relevant

Base numbers: 25 (2014: P4), 25 (2015: P1)
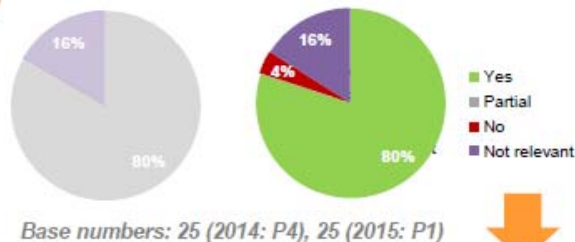
First impressions given by advisor

% calls

80%
70%
60%
50%
40%
30%
20%
10%
0%

1　2　3　4　5　6　7　8　9　10
Rating

Averages: 8.5 (2014: P4), 9.2 (2015: P1)
Base numbers: 25 (2014: P4), 25 (2015: P1)

0.7

Lasting impression (new)

% calls

70%
60%
50%
40%
30%
20%
10%
0%

1　2　3　4　5　6　7　8　9　10
Rating

Averages: 8.3 (2014: P4), 9.5 (2015: P1)
Base numbers: 25 (2014: P4), 25 (2015: P1)

1.2
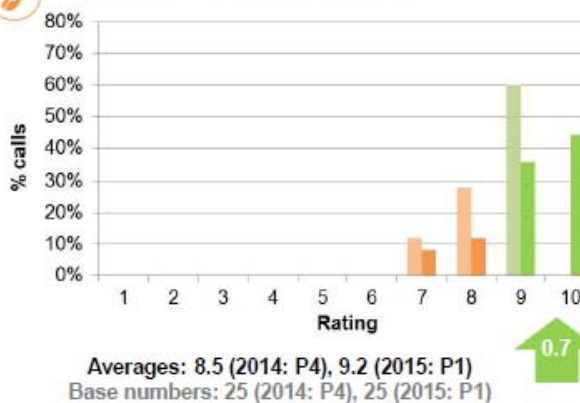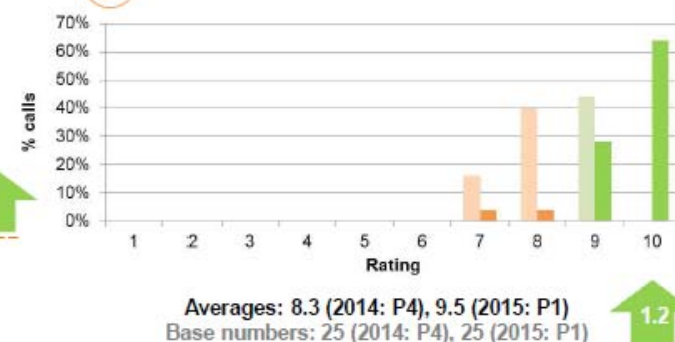
Advisor asked whether anything else to help with?

58%　17%　25%　　60%　15%　24%

■ Yes
■ No
■ Not relevant

Base numbers: 24 (2014: P4), 25 (2015: P1)

hcpc health & care professions council

Accelerator
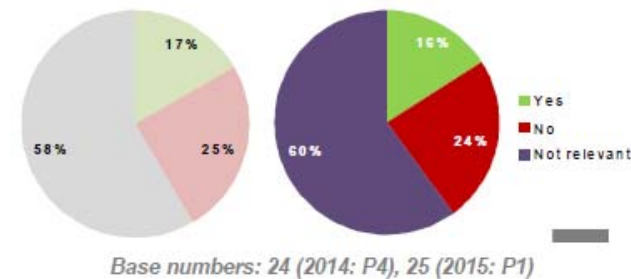
Call handling (2)

Advisor checked whether caller felt matter dealt with / resolved?

- Yes
- No
- n/a

17%
83%
4%
96%
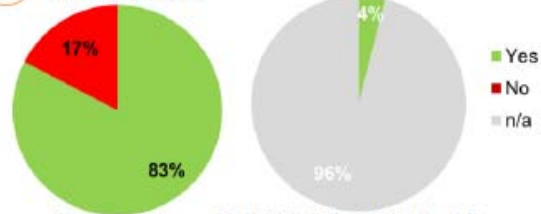
Base numbers: 23 (2014: P4), 25 (2015: P1)

Call needed to be escalated for action?

- Yes
- No

100%
4%
96%
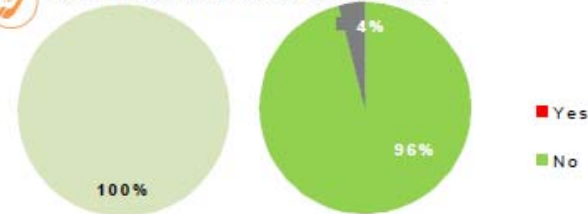
Base numbers: 24 (2014: P4), 25 (2015: P1)

Summary and emerging themes

Similarly to previous quarters this year, the calls listened to this quarter were pre recorded calls. Therefore Accelerator listened to a range of calls between 4th March → 29th May.

Across most of the indicators this quarter it can be seen that calls were generally handled better than last quarter.

The first impressions given by the adviser improved since last quarter. The lasting impression rating (combination of previous indicators "confidence of adviser" and "efficiency of adviser") also improved by 1.2.

Considerably more callers seemed more happy/friendly towards the end of calls this quarter when compared to last quarter. There were less concerned/irritated callers towards the end of the calls.

There was a increase in advisers giving their name this quarter; in only 8% of the calls listened to was a name not given.

There were no calls that needed to be escalated for action this quarter, which is excellent news.

HCPC website

Website indicators

- Comprehensiveness: 7.9 / 7.8
- Quality of information: 7.9 / 7.9
- Ease of use: 7.6 / 7.7

Rating

■ 2015: P1 (114)　■ 2014: P4 (128)
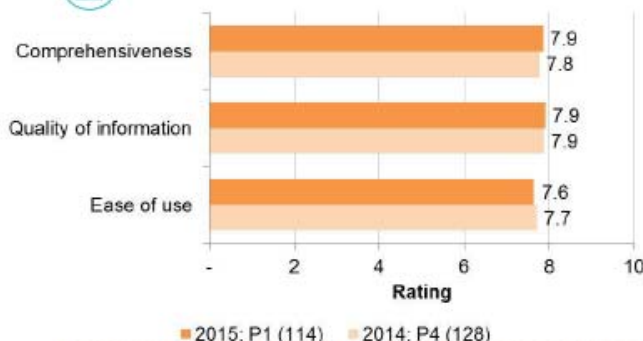
Tele-depth feedback

- Confusing website navigation (3)
- Concerns about security of HCPC website
- Would prefer to talk to someone

"The website is difficult to navigate (it didn't make sense) and the [registration] form hard to find. There is no clear link to the form. In the end she used Google to find the form."

Relevant ONE thing to change comments (1)

- Website needs to work correctly

Summary and emerging themes

Website indicators show little change this quarter. There were still three mentions of website navigation being confusing – in particular, respondents found it difficult to find the link to the registration form on the website.

Payment and fees

Ease of understanding payment options for registration fees.

Rating

Averages: 7.4 (2014: P4), 7.9 (2015: P1)
Base numbers: 130 (2014: P4), 118 (2015: P1)

0.4
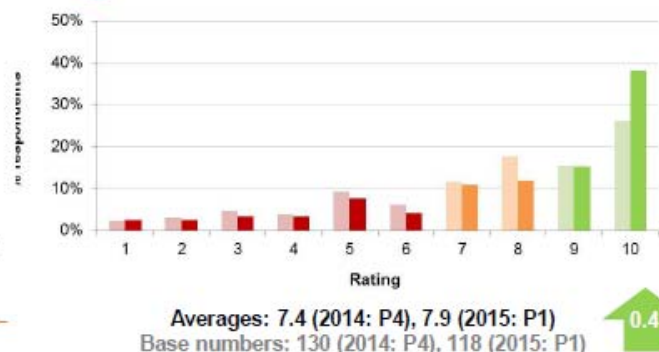
NB - The results from renewals and applications have been combined.

Relevant ONE thing to change comments (13)

- Reduce cost (8)
- Should be free for NHS workers
- Reduce cost for international applications
- Greater flexibility around payment
- Accept online payments
- Provide better value for money

Tele-depth feedback

Fee structure (15)
- Somewhat clear (6)
- DD set up so doesn't think about it (4)
- Clear (3)
- Not clear (2)

Clarity on what fees are used for (15)
- Not clear (7)
- Somewhat clear (5)
- Clear (3)

Summary and emerging themes

Payment and fees has climbed position in the "One Thing to Change" area this quarter.

In term of the tele-depth feedback, interviewees were generally clear on the fee structure, however they were considerably less clear about what the fees were used for.

In terms of ease of understanding payment options and fees, this has improved by 0.4 since the last quarter. Payment and fees consistently saw a decrease in terms of ease of understanding for most of 2014 (P1-P3), so it is good to see another increase this quarter.

There were a lot of mentions of respondents feeling the HCPC didn't really offer them 'value for money'.

Other findings

Benchmarking

Comparison to other similar bodies or associations

Organisations that have recently seemed impressive are the National Trust, ICA, IBMS, the Chartered Society of Physiotherapists, The Institute of Chiropodists and Podiatrists, BACP, College of Occupational Therapy, BDA, AFPP, and CSP.
A number of these organisations were flagged as impressive because they send out useful professional updates on a regular basis. In addition, respondents mentioned other organisations as being more proactive at offering help than HCPC, and having a more personable and friendly manner.

Communication

Relevant ONE thing to change comments (10)

- Communicate / allow monitoring of application process (4)
- Communicate if registration is incorrect (3)
- Condense password information and instructions into one letter
- Swifter communication concerning lapsed registration
- Check situation before striking client off register

Guidance notes / instructions

Relevant ONE thing to change comments (12)

- Improve payment instructions (5)
- Improve registration form guidance (2)
- Improve clarity of information
- Improve guidance notes regarding moving overseas
- Consolidate guidance notes and registration form into one document
- Improve guidance around international registration
- Improve guidance notes regarding change of name

Tele-depth feedback

No feedback this time

Miscellaneous

ONE thing to change comments (8)

- Ensure correct card/documentation is sent to client (2)
- Ensure list of valid UK University courses is accurate
- Update registry more regularly
- Simplify overall process of dealing with HCPC
- Do not require renewal so regularly
- Allow option for replacement certificate in case of loss
- Allow client to change authentication code on card

Social Workers

SPIs Social Workers vs. Other professions

Social Workers (35) — Other Professions (87)
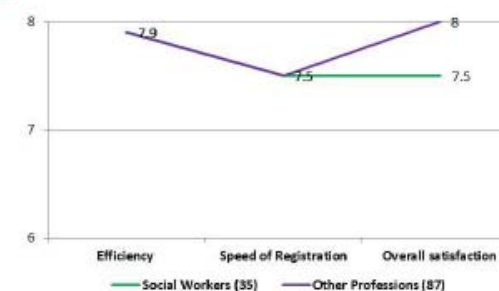
SPI Overall Satisfaction – Social Workers v Other
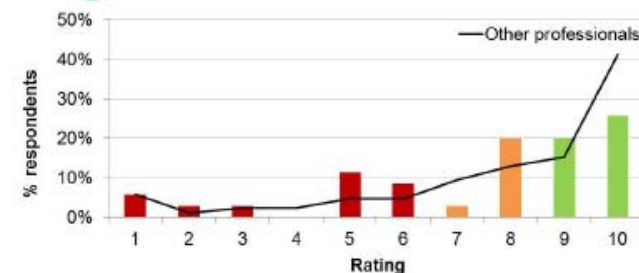
Averages: 8.0 (Other professionals), 7.5 Social Workers)
Base numbers: 85 (Other professionals), 35 (Social Workers)

Relevant ONE thing to change comments (25)

- Reduce cost (3)
- Communicate if registration s incorrect (2)
- Provide correct codes (2)

Summary and emerging themes

The graphs above give an indication of how the Social Worker group impacts on the averages overall. There is no gap between social workers and other professionals this quarter with regards to speed and efficiency,.

Overall summary for 2015:P1 compared to 2014: P4

Positive progress ⬆

- All three SPIs (efficiency, speed, and overall satisfaction) have risen this quarter
- Online registration/renewal indicators have increased
- No calls were escalated for action this quarter
- Enquiry indicators have increased across the board, on both the main survey and the call analysis
- There were far fewer comments about unhelpful registration advisors, and fewer complaints with regards to clarity of guidance notes.

Still needing improvement ⬇

- There is still a perception that HCPC is impersonal and unapproachable
- There remain issues with being able to locate registration information on the HCPC website
- Clients are frustrated that errors in registration are not flagged to them in a timely and unified fashion.

Action Areas

- Payment continues to be an issue and there may be a case for promoting the benefits of HCPC or seeking to add benefits
- Deal with all errors in applications at one time rather than one by one
- Make the website as clear and straightforward as possible

2.5 Registration department service standards:

a) The Registration Department aims to answer 95% of all telephone calls.

b) i) The Registration Department aims to respond to all UK application requests within ten working days of receipt. We aim to process all **complete** UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is **incomplete**.

ii) The Registration Department aims to process all **complete** readmission applications within ten working days**.**

iii) The Registration Department aims to verify completeness of all International applications and acknowledge receiving the application within five working days of receipt.

The Registration Department aims to process **complete** applications within 60 working days of receipt.

c) The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.

d) The Registration Department aims to acknowledge receiving the CPD profile application within five working days of receipt.

The Registration Department aims to process a **complete** CPD profile within 60 working days of receipt.

e) The Registration Department aims to renew the registration of a Registrant with active direct debit set up, within ten minutes of the Registrant completing their renewal online account.

The Registration Department aims to process a **complete** paper renewal form within ten working days of receipt.

f) The Registration Department aims to process postal correspondence within ten working days.

2.6 Registration Management Statistics

Number of Registrants by Profession April 2014 - March 2016   **Registration Department**

	2014 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	2016 Jan	Feb	Mar	13/14 FYE	14/15 FYE	15/16 YTD
Arts therapists	3,448	3,192	3,243	3,289	3,357	3,411	3,466	3,522	3,574	3,589	3,602	3,620	3,004	3,634	3,646	3,672	3,715							3,450	3,620	3,715
Bio. scientists	21,926	21,929	21,983	22,096	22,208	22,250	22,282	22,314	22,499	22,551	22,608	22,640	22,647	22,624	22,665	22,798	22,871							21,904	22,640	22,871
Chirops/ pods	13,007	12,950	12,950	12,975	12,737	12,797	12,830	12,841	12,932	12,912	12,919	12,911	12,905	12,904	12,921	13,042	13,100							13,017	12,911	13,100
CI scientists	4,959	4,988	5,002	5,014	5,047	5,045	5,086	5,169	5,234	5,260	5,262	5,296	5,318	5,336	5,341	5,340	5,337							4,942	5,296	5,337
Dietitians	8,368	8,355	8,327	8,233	8,325	8,355	8,396	8,416	8,476	8,494	8,512	8,528	8,557	8,575	8,598	8,763	8,863							8,381	8,528	8,863
Hearing aid disps	2,020	2,021	2,026	2,028	2,002	2,039	2,060	2,079	2,107	2,125	2,133	2,151	2,165	2,174	2,184	2,212	2,257							2,010	2,151	2,257
OTs	34,203	34,253	34,364	34,753	35,137	35,273	35,438	35,628	35,902	35,963	36,043	36,128	36,138	36,177	36,219	36,650	36,911							34,154	36,128	36,911
ODPs	11,911	11,896	11,900	11,918	11,984	12,162	12,260	12,271	12,098	12,135	12,147	12,182	12,214	12,205	12,241	12,288	12,397							11,880	12,182	12,397
Orthoptists	1,316	1,315	1,313	1,332	1,359	1,362	1,369	1,370	1,378	1,375	1,376	1,379	1,381	1,381	1,377	1,379	1,396							1,316	1,379	1,396
Paramedics	20,130	20,156	20,226	20,279	20,349	20,625	20,761	20,878	20,986	21,014	21,101	21,185	21,271	21,313	21,384	21,473	21,485							20,097	21,185	21,485
Physiotherapists	48,413	47,115	47,336	48,127	48,585	48,734	48,886	49,042	49,381	49,479	49,573	49,685	49,360	49,737	49,883	50,668	51,044							48,868	49,685	51,044
Pract psychs	19,952	19,989	20,038	20,088	20,158	20,288	20,607	20,774	20,859	20,920	20,973	20,996	20,963	20,889	20,416	20,529	20,577							19,919	20,996	20,577
Prosth/orthotists	949	950	972	987	996	998	998	999	1,008	1,009	1,012	1,011	1,012	1,011	1,016	1,040	1,046							948	1,011	1,046
Radiographers	28,111	28,159	28,446	29,049	29,232	29,337	29,433	29,504	29,695	29,675	29,711	29,786	29,812	29,841	30,044	30,694	30,859							28,060	29,786	30,859
Social workers	89,100	88,981	89,161	89,881	90,803	91,001	91,217	91,234	87,132	87,655	88,037	88,397	88,726	88,818	89,033	89,671	90,434							88,946	88,397	90,434
SLTs	14,150	14,173	14,217	14,392	14,534	14,577	14,691	14,781	14,871	14,914	14,951	14,992	15,016	15,027	15,044	15,191	15,313							14,129	14,992	15,313
Total	321,963	320,422	321,504	324,441	326,813	328,254	329,780	330,822	328,132	329,070	329,960	330,887	330,489	331,646	332,012	335,410	337,605							322,021	330,887	337,605
Forecast													330,012	330,035	331,149	334,174	336,617	338,102	339,673	340,747	337,976	338,942	339,859	340,814			340,814

NOTE: Information captured on the last day of each calendar month

Forecast is based on the average percentage difference in number of registrants from 10/11 - 14/15

International applications workflow process at end of each month April 2014 - March 2016

Current status	2014 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	13/14 FYE	14/15 FYE	15/16 YTD
Minimum info	354	319	122	147	101	98	140	197	80	79	60	141	251	351	309	533	533								258	141	533
At scrutiny	730	785	909	738	743	728	805	783	876	827	799	739	1,000	809	838	739	877								848	739	877
Pending reg fee	406	307	337	305	225	234	221	281	238	260	234	203	223	235	213	200	187								321	203	187
Total	1,490	1,411	1,368	1,190	1,069	1,060	1,166	1,261	1,194	1,166	1,093	1,083	1,474	1,395	1,360	1,472	1,597								1,427	1,083	1,597

NOTE: Information covers international applications status progress only

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

	2014 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	13/14 FYE	14/15 FYE	15/16 YTD
Arts Therapists	4	2	2	0	3	0	2	0	2	1	0	4	0	0	2	2	6								17	20	10
Bio. Scientists	16	21	24	35	31	33	46	33	22	35	25	32	32	28	29	31	56								288	353	176
Chirops/ Pods	2	3	3	4	5	2	7	8	0	6	5	4	5	9	8	8	8								32	49	38
Cl Scientists	10	7	9	8	7	3	10	10	8	8	9	4	9	3	8	9	9								90	93	38
Dietitians	17	16	16	8	20	6	15	18	8	18	22	19	23	22	31	21	21								185	183	118
Hearing aid disps	2	3	3	3	3	2	1	8	0	2	1	3	7	8	3	7	1								33	31	26
OTs	41	32	34	28	47	28	37	38	24	53	29	27	40	42	44	36	39								350	418	201
ODPs	1	2	2	0	1	0	10	4	2	1	3	4	3	1	0	0	3								12	30	7
Orthoptists	0	0	0	0	0	0	1	1	0	1	1	0	0	0	1	0	1								6	4	2
Paramedics	9	4	9	10	9	8	20	14	42	81	21	29	40	40	26	24	28								78	256	158
Physiotherapists	101	102	117	88	114	77	112	106	72	119	125	140	126	108	109	131	126								1,051	1,273	600
Pract psychs	26	20	22	36	25	23	41	21	22	22	22	27	34	37	34	40	39								254	307	184
Prosth/Orthotists	0	1	0	1	2	1	1	0	1	6	1	4	2	0	1	0	1								5	18	4
Radiographers	51	43	43	38	45	40	64	54	56	87	74	67	80	69	57	67	61								453	662	334
Social workers	56	32	44	62	68	47	73	51	51	79	59	59	82	71	58	67	84								501	681	362
SLTs	16	10	13	17	27	17	24	23	10	27	19	27	20	17	25	24	26								219	230	112
Total	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509								3,574	4,608	2,370
Forecast													360	388	481	512	480	475	533	605	359	541	528	660			5,922

NOTE: All received applications, including those that may subsequently be returned, rejected or withdrawn.
Forecast is based on the average number of INT applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available
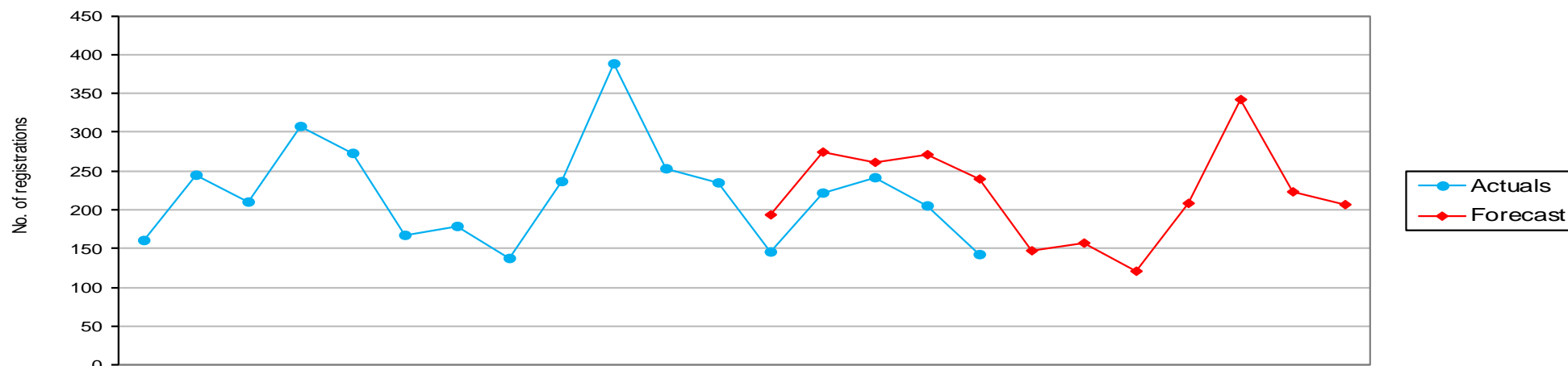
	2014								2015				2015								2016				13/14 FYE	14/15 FYE	15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Arts therapists	0	0	2	1	1	2	2	1	2	1	2	1	0	0	2	0	1								8	15	3
Bio. scientists	27	9	19	17	18	18	13	5	27	31	22	23	10	17	14	15	10								157	229	66
Chirops/pods	1	1	2	0	6	5	2	0	1	3	2	1	2	5	0	0	4								20	24	11
CI scientists	5	4	0	7	3	1	7	1	3	4	3	7	4	5	2	2	2								30	45	15
Dietitians	7	6	1	32	15	11	3	4	10	18	8	7	2	8	6	12	10								85	122	38
Hearing aid disps	0	0	2	1	10	1	0	0	0	6	2	1	0	1	0	1	2								13	23	4
OTs	23	24	20	37	29	11	11	17	25	30	26	18	17	10	21	14	12								259	271	74
ODPs	1	0	3	0	0	0	0	0	1	2	2	1	0	2	2	0	4								4	10	8
Orthoptists	1	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	0								0	3	2
Paramedics	5	2	10	3	2	3	2	2	4	70	41	21	28	18	26	18	5								27	165	95
Physiotherapists	6	140	61	102	77	55	62	45	51	70	59	63	18	91	68	63	42								613	791	282
Pract psychs	11	5	16	15	20	13	14	11	9	20	9	7	5	0	24	4	6								129	150	39
Prosth/orthotists	0	0	1	0	1	1	0	0	0	1	2	0	1	0	0	1	1								4	6	3
Radiographers	33	14	34	42	36	21	23	29	31	53	33	41	28	30	39	36	17								269	390	150
Social workers	33	26	24	38	38	21	16	9	64	55	33	34	18	23	23	25	23								232	391	112
SLTs	8	13	15	12	16	4	23	13	8	24	9	10	10	12	15	14	4								144	155	55
Total	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143								1,994	2,790	957
Forecast													193	275	261	270	240	147	158	121	208	341	223	207			2,643

NOTE: Forecast is based on the average number of INT applications registered each month from 10/11 - 14/15, normalised against the latest monthly actuals available
Social worker section of register opened 1 Aug 2012 (covers England only)

| | 2014 | | | | | | | | | 2015 | | | | | | | | | | | | 2016 | | | 13/14 FYE | 14/15 FYE | 15/16 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			
No. of declarations received	59	44	44	38	41	61	60	54	31	62	43	57	70	67	57	56	52								875	594	302
Registered visiting European health professionals	467	474	456	457	438	413	404	405	360	360	344	349	335	316	330	326	330								456	349	330
Forecasted no. of declarations received													51	42	43	47	33	42	55	52	36	62	44	53			560
Forcasted no. of visiting European health professionals													322	327	331	335	336	336	335	332	335	326	332	335			335

NOTE: Forecast is based on the average percentage increase or decrease on a monthy basis, using the actual figures between the period 11/12 - 14/15, normalised against the monthly actuals available

UK applications workflow process at end of each month April 2014 - March 2016
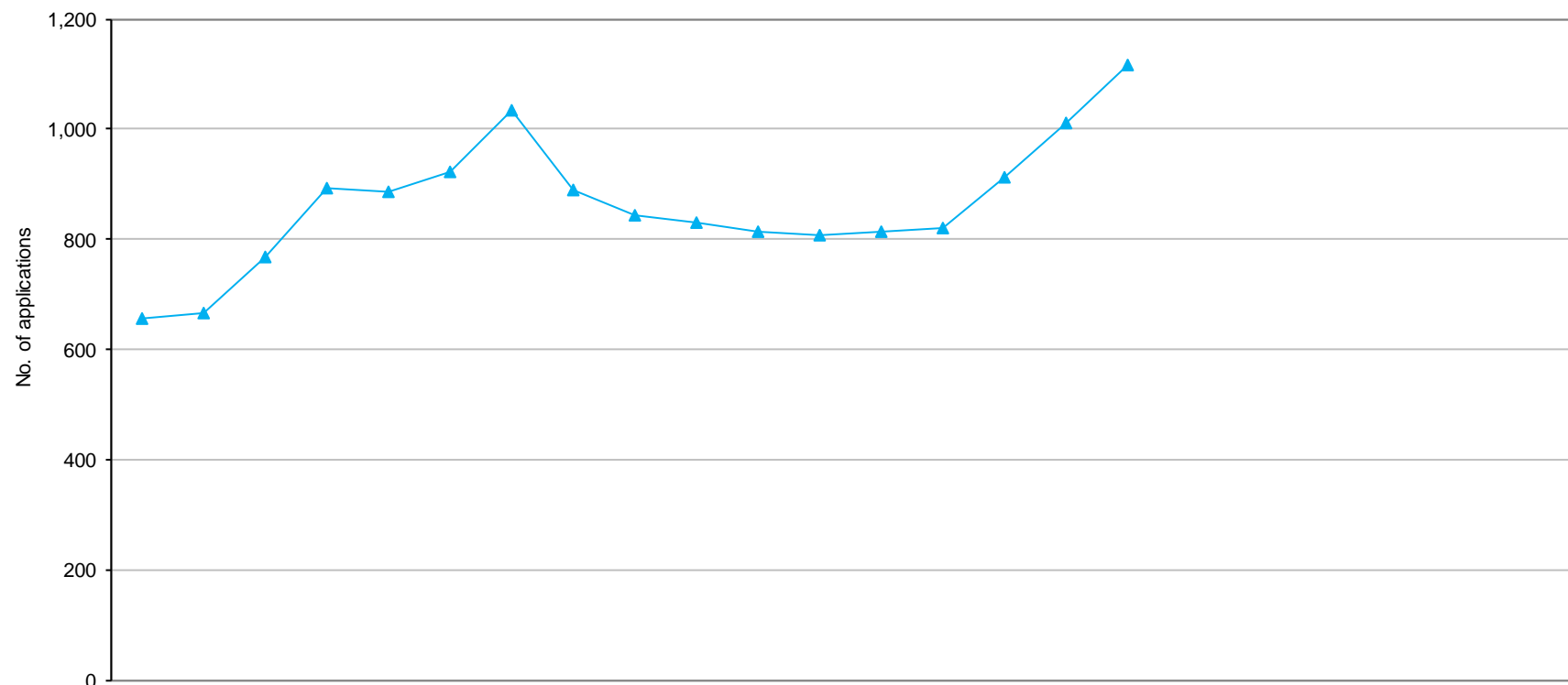
Current status	2014							2015														2016					13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				FYE	FYE	YTD
Minimum info	656	665	764	886	878	917	1,028	887	841	831	808	802	813	819	912	1,000	1,097											801	830	928
At scrutiny	0	0	2	2	4	2	1	1	0	0	2	3	0	0	0	1	0											2	1	0
Pending reg fee	1	1	2	4	5	3	5	2	4	1	4	3	1	1	1	9	19											2	3	6
Total	657	666	768	892	887	922	1,034	890	845	832	814	808	814	820	913	1,010	1,116											805	835	935

Average

NOTE: Information covers UK applications status progress only

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

New UK Applications Received April 2014 - March 2016   **Registration Department**

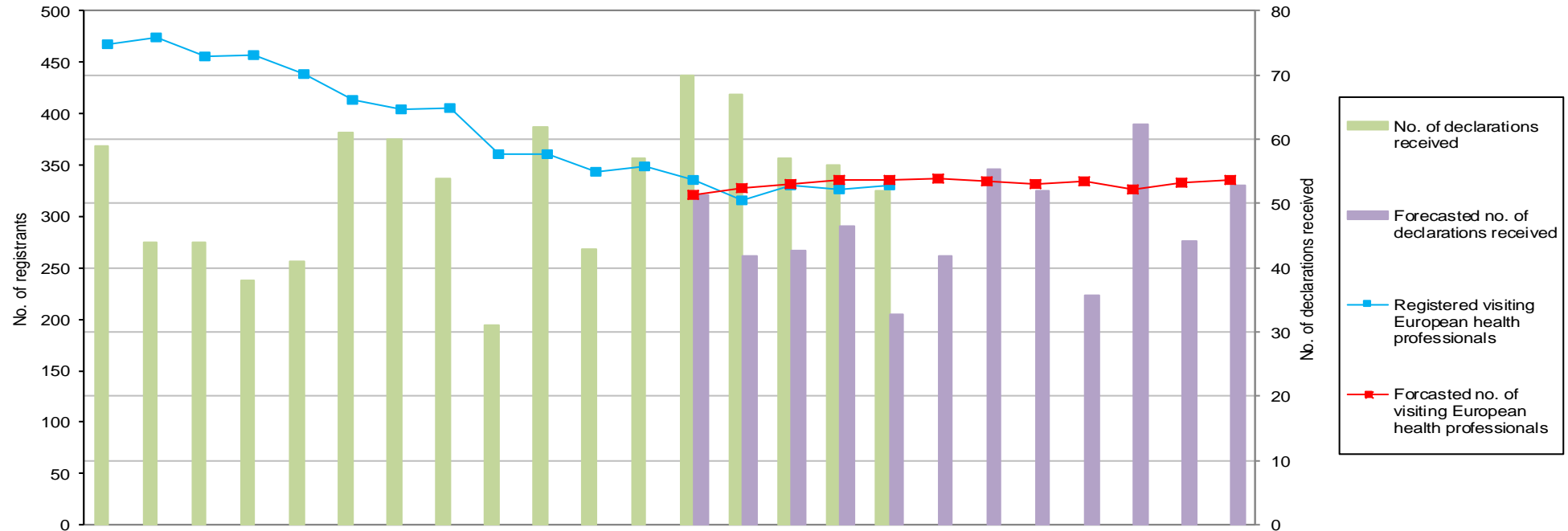|	2014									2015			2015									2016			13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	20	8	8	30	69	48	47	55	15	14	8	18	12	7	10	30	52								293	340	111
Bio. scientists	44	48	60	125	134	64	91	88	42	40	55	57	37	46	53	126	110								839	848	372
Chirops/pods	2	6	96	120	64	41	33	13	5	3	4	6	3	4	50	160	53								389	393	270
Cl Scientists	31	21	23	10	35	11	39	88	41	21	8	49	17	16	10	15	16								343	377	74
Dietitians	20	15	71	118	67	24	29	16	4	7	9	20	33	13	48	153	82								457	400	329
Hearing aid disps	4	14	12	31	48	26	17	23	22	13	6	18	10	6	12	34	50								211	234	112
OTs	47	41	164	329	347	161	232	154	61	40	68	89	66	40	62	419	329								1,816	1,733	916
ODPs	30	29	4	36	155	145	112	34	32	17	16	31	31	22	23	48	128								706	641	252
Orthoptists	1	0	1	21	26	8	6	2	3	2	1	1	0	0	1	12	33								71	72	46
Paramedics	38	37	83	70	160	250	170	113	63	23	71	95	65	40	102	116	174								1,221	1,173	497
Physiotherapists	17	30	197	697	336	113	137	104	42	41	61	100	36	27	118	752	341								1,992	1,875	1,274
Pract psychs	33	49	40	42	66	135	323	158	68	45	49	69	50	37	47	54	35								1,083	1,077	223
Prosth/orthotists	3	0	22	16	8	3	0	1	0	0	1	1	0	0	8	29	5								64	55	42
Radiographers	19	49	341	513	175	96	94	38	32	20	20	41	18	35	298	570	190								1,406	1,438	1,111
Social workers	191	208	247	736	949	531	826	596	466	320	295	330	303	237	191	699	777								6,099	5,695	2,207
SLTs	14	18	49	175	145	60	95	79	29	33	46	71	17	7	25	183	148								696	814	380
Total	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	718	996	698	537	1,058	3,400	2,523	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	17,686	17,165	8,216
Forecast													578	494	1,181	2,696	3,412	1,935	2,808	1,855	1,195	921	948	1,013			19,035

NOTE: Forecast is based on the average number of UK applications received each month from 10/11 – 14/15, normalised against the latest monthly actuals available

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

Health and Care Professions Council

New UK Registrations April 2014 - March 2016

Operations Directorate

Registration Department

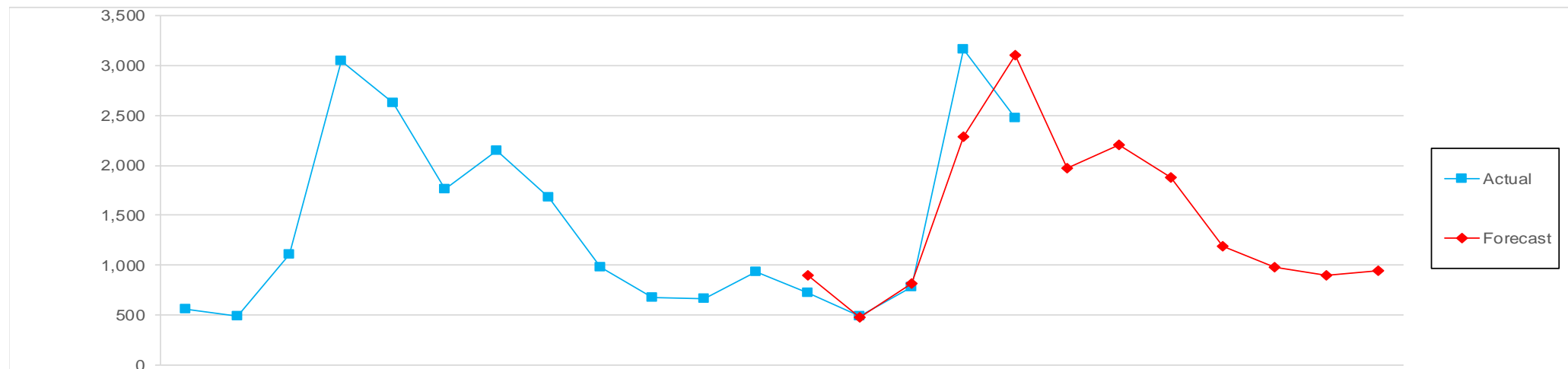|	2014						2015						2016												13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	15	14	11	18	57	51	49	57	21	11	9	16	13	8	5	23	44								280	329	93
Bio. scientists	36	41	54	109	110	58	70	89	34	38	49	44	41	40	39	114	92								752	732	326
Chirops/pods	4	3	63	130	78	38	32	14	5	4	3	2	5	3	34	156	54								376	376	252
Cl Scientists	29	22	24	11	33	7	34	89	36	26	9	43	17	15	9	13	19								328	363	73
Dietitians	24	13	47	136	69	24	31	21	4	3	10	16	36	13	34	144	89								453	398	316
Hearing aid disps	11	10	9	14	54	31	19	18	20	13	6	17	14	7	10	27	45								205	222	103
OTs	56	33	100	352	355	156	216	164	73	43	59	94	73	32	33	413	313								1,797	1,701	864
ODPs	34	28	5	24	70	192	133	50	29	23	5	37	31	9	34	38	103								706	630	215
Orthoptists	0	0	1	19	27	5	7	3	1	3	2	1	0	0	1	6	35								70	69	42
Paramedics	41	36	79	67	111	279	147	131	78	24	68	76	74	38	95	95	136								1,210	1,137	438
Physiotherapists	16	22	152	667	372	117	129	113	48	42	57	95	38	15	77	686	378								1,960	1,830	1,194
Pract psychs	40	44	44	38	54	117	307	180	61	45	48	73	45	40	37	52	31								1,059	1,051	205
Prosth/orthotists	2	1	20	16	8	3	1	1	1	0	1	1	0	0	5	28	7								63	55	40
Radiographers	13	18	270	575	179	101	94	50	38	14	20	48	12	12	182	630	225								1,385	1,420	1,061
Social workers	222	196	197	696	900	521	790	615	499	351	285	304	301	247	176	573	744								5,000	5,576	2,041
SLTs	20	15	32	171	149	56	91	82	31	37	39	70	27	8	13	167	158								689	793	373
Total	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	727	487	784	3,165	2,473								16,333	16,682	7,636
Forecast													898	480	814	2,282	3,101	1,973	2,206	1,873	1,185	977	903	948			17,640

NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 14/15, normalised against the latest monthly actuals available

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

Application Types Received April 2014 - March 2016   **Registration Department**
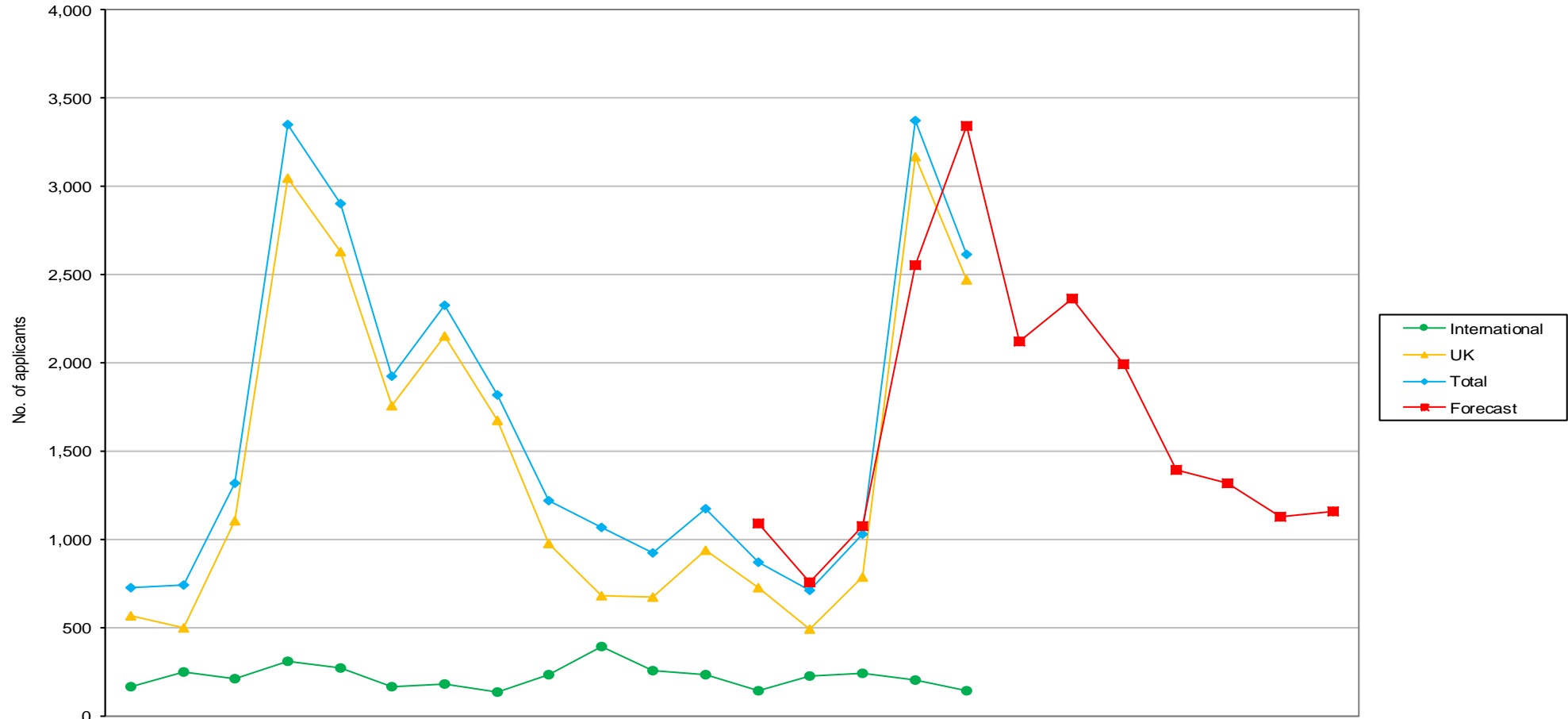
Apps Received	2014									2015								2016									13/14 FYE	14/15 FYE	15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
G/pting	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0								0	2	0
International	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509								3,574	4,608	2,370
UK	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	718	996	698	537	1,058	3,400	2,523								17,686	17,165	8,216
Total	866	871	1,759	3,407	3,191	2,003	2,715	1,951	1,245	1,187	1,134	1,446	1,201	992	1,494	3,867	3,032								21,260	21,775	10,586
Forecast													938	882	1,662	3,208	3,892	2,410	3,342	2,460	1,554	1,462	1,475	1,672			24,957

NOTE: The data relates to application forms received, not total fees received

Forecast is the combined forecast of international applications received and UK applications received

New Registrants April 2014 - March 2016

| | 2014 | | | | | | | 2015 | | | | | | | | | 2016 | | | | | | | | 13/14 | 14/15 | 15/16 |
	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
G/pting	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0								38	3	0
International	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143								1,994	2,790	957
UK	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	727	487	784	3,165	2,473								17,366	16,682	7,636
Total	725	740	1,318	3,350	2,899	1,923	2,329	1,814	1,216	1,065	924	1,172	872	709	1,026	3,370	2,616								19,398	19,475	8,593
Forecast													1,091	755	1,075	2,552	3,341	2,120	2,364	1,994	1,393	1,318	1,126	1,155			20,283

NOTE: Forecast is the combined forecast of international applications registered and UK applications registered

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Health and Care Professions Council

Operations Directorate

Renewal Information April 2014 - March 2016

Registration Department

	2014							2015						2016												13/14	14/15	15/16
	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
"Invitation to renew" sent	8,370	15,027	0	0	0	102,057	0	0	0	0	0	20,949	0	0	22,645	21,310	36,381									187,413	146,403	80,336
Renewal notices sent	1,800	3,628	6,603	0	0	0	56,487	0	0	0	0	0	10,146	0	0	5,213	9,842									84,427	68,518	25,201
"Notice to remove" sent	5,756	650	770	1,775	0	0	0	19,290	0	0	0	0	0	2,585	0	0	2,141									21,793	28,241	4,726
Total	15,926	19,305	7,373	1,775	0	102,057	56,487	19,290	0	0	0	20,949	10,146	2,585	22,645	26,523	48,364									293,633	243,162	110,263

Legend:
- Renewals received on paper
- Renewals completed online

	2014												2015					2016							13/14	14/15	15/16
	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	3,923	1,181	1,247	1,422	2	78	2,179	7,067	14	0	0	46	696	1,627	23	188	10,260								16,317	17,159	12,794
Renewals completed online	9,299	9,740	3,933	1,213	0	42,614	63,942	11,470	0	0	0	9,273	6,411	18,415	13,159	15,252	23,791								155,664	151,484	77,028
Registrants removed	0	1,722	257	290	0	0	0	0	5,644	0	0	0	0	0	658	0	0								3,769	7,913	658

Continuing Professional Development process April 2014 - March 2016
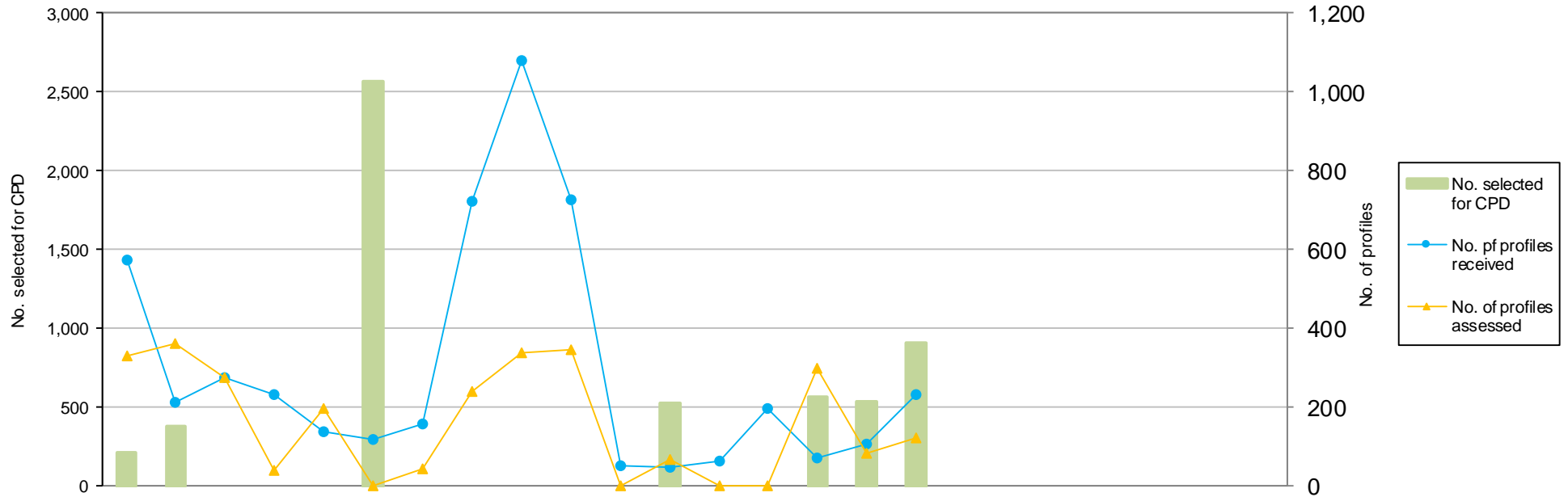
Registration Department

	2014							**2015**											**2016**								**13/14**	**14/15**	**15/16**
	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**
No. selected for CPD	209	376	0	0	0	2,571	0	0	0	0	0	524	0	0	566	533	911									4,476	3,680	2,010
No. pf profiles received	573	212	275	232	138	119	159	722	1,079	726	51	49	62	198	70	106	233									3,122	4,335	669
No. of profiles assessed	332	360	275	40	198	0	45	240	338	345	0	66	0	0	299	82	122									2,443	2,239	503

Registration Telephone Information April 2014 - March 2016

Registration Department

	2014												2015												2016					13/14	14/15	15/16
	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
Intl & GP																																
Intl & GP received	695	619	635	494	694	717	825	598	504	764	650	681	579	595	578	637	527													7,644	7,876	2,916
Answered	654	595	618	466	675	715	750	547	477	748	647	668	575	595	576	634	523													7,315	7,560	2,903
Calls answered (%)	94	96	97	94	97	100	91	91	97	98	99	98	99	100	100	98	99													96	96	99
Abandoned	41	24	17	28	24	2	75	51	27	16	3	13	4	0	2	3	4													306	321	13
Avg answer time (sec)	39	26	13	24	41	18	35	28	25	32	18	21	22	17	17	27	31													21	27	23
Avg talk time (min)	4.07	3.55	3.47	3.15	3.53	3.55	3.49	4.02	3.59	3.53	4.07	4.01	4.12	3.59	3.40	3.45	3.58													3.63	3.67	4
UK																																
UK received	13,365	9,932	9,052	9,333	7,356	19,833	25,272	19,092	6,860	7,355	5,926	8,166	8,198	6,942	8,230	11,541	12,741													159,745	141,542	47,652
Answered	11,947	9,314	8,850	9,093	7,227	19,628	22,455	18,033	6,695	7,306	5,871	7,949	8,078	6,880	8,103	11,263	12,074													148,466	134,368	46,398
Calls answered (%)	89	94	98	97	98	99	89	94	97	99	99	97	99	99	98	98	96													93	96	98
Abandoned	1,418	618	202	240	148	124	2,817	1,059	165	49	55	217	120	62	127	278	497													11,274	7,112	1,084
Avg answer time (sec)	83	48	20	22	21	36	111	46	22	28	28	36	43	35	30	46	87													59	42	48
Avg talk time (min)	3.12	3.14	3.05	3.02	2.58	3.03	3.09	3.06	3.29	3.17	3.14	3.12	3.07	3.21	3.03	3.02	3.05													2.85	3.07	3
Forecasted INT & GP received													597	665	665	639	636	661	732	672	432	710	657	634								7700
Forecasted UK received													6620	8241	7352	9405	12180	14073	14139	8070	5286	8147	9477	8394								111384

NOTE: Forecast is based on registration cycles, using the average figures from 11/12 and 13/14, less 25%.

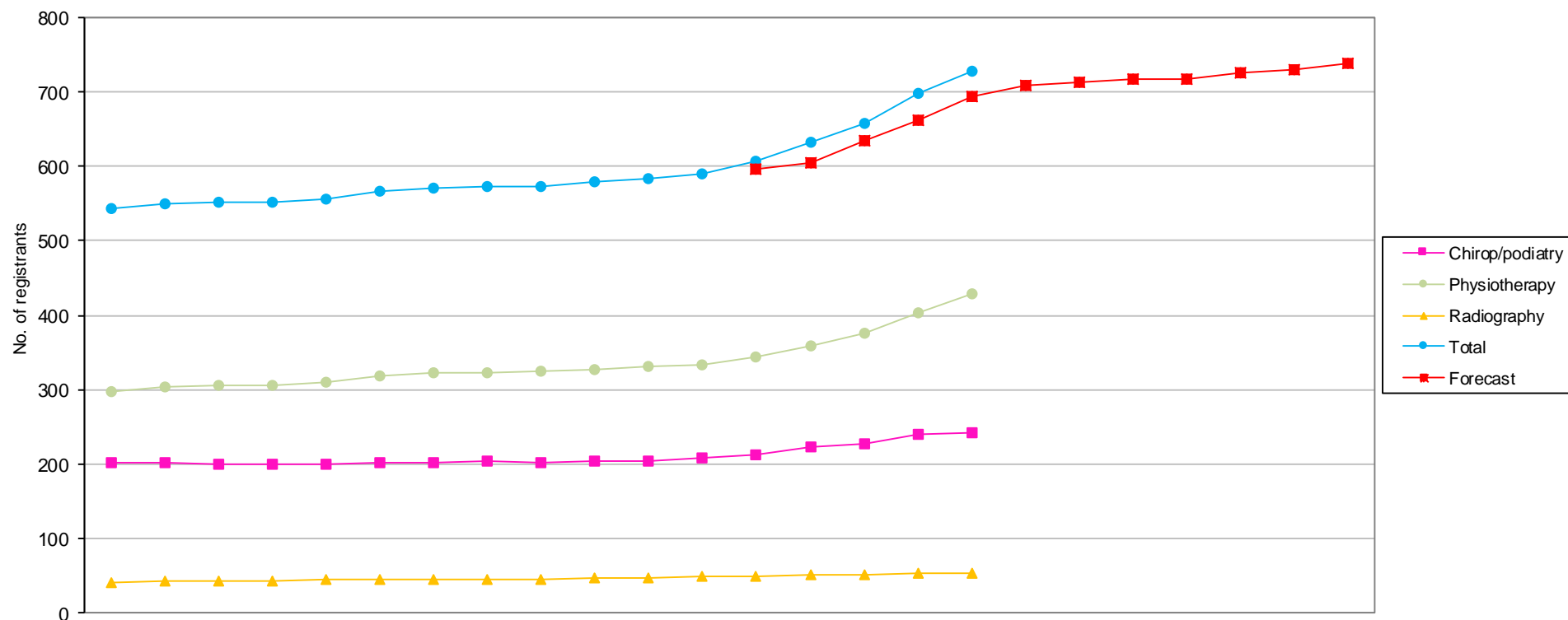**UK and international emails received at end of each month April 2014 - March 2016**
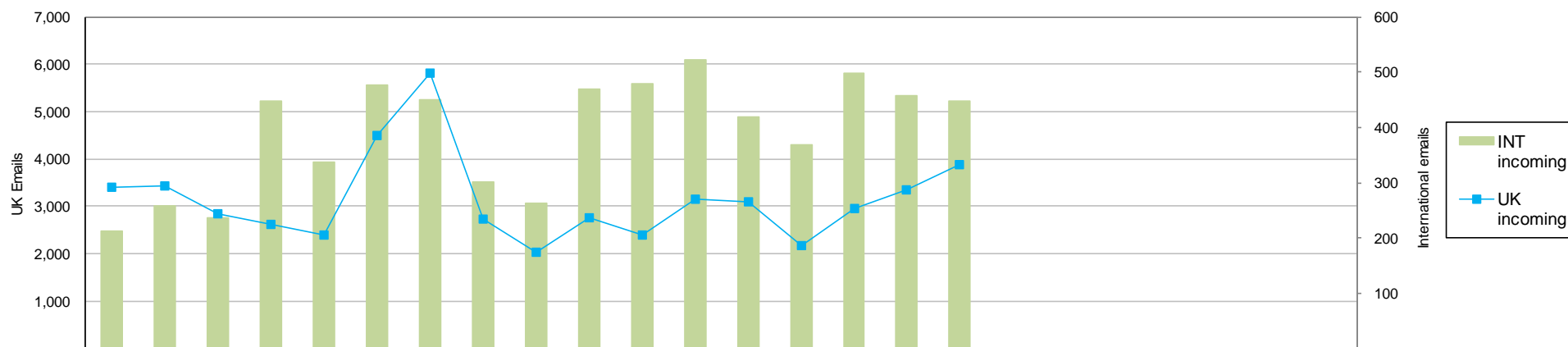
Current status	2014 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar		13/14 FYE	14/15 FYE	15/16 YTD
UK incoming	3,411	3,424	2,846	2,621	2,405	4,495	5,821	2,726	2,019	2,746	2,396	3,155	3,090	2,184	2,968	3,344	3,884									35,733	38,065	15,470
INT incoming	213	257	237	448	338	477	451	302	264	469	478	522	419	369	499	458	448									1,951	4,456	2,193
Average working days	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1									1	1	1
Total incoming	3,624	3,681	3,083	3,069	2,743	4,972	6,272	3,028	2,283	3,215	2,874	3,677	3,509	2,553	3,467	3,802	4,332									37,684	42,521	17,663

Number of registrants with supplementary prescribing rights April 2014 - March 2016　　　　　　　**Registration Department**

	2014						2015												2016						13/14	14/15	15/16
	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
Chirop/podiatry	203	203	201	201	201	203	203	204	203	204	205	208	213	223	228	240	243								195	208	243
Physiotherapy	298	303	307	307	310	319	322	324	325	328	331	334	344	358	377	404	430								292	334	430
Radiography	42	43	43	43	45	45	46	46	46	48	48	49	50	51	52	54	54								41	49	54
Total	543	549	551	551	556	567	571	574	574	580	584	591	607	632	657	698	727								528	591	727
Forecast													597	604	634	661	695	709	714	718	718	725	730	739			739

NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 14/15, normalised against the latest monthly actuals available

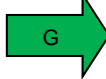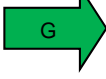**Number of registrants with independent prescribing rights April 2014 - March 2016**
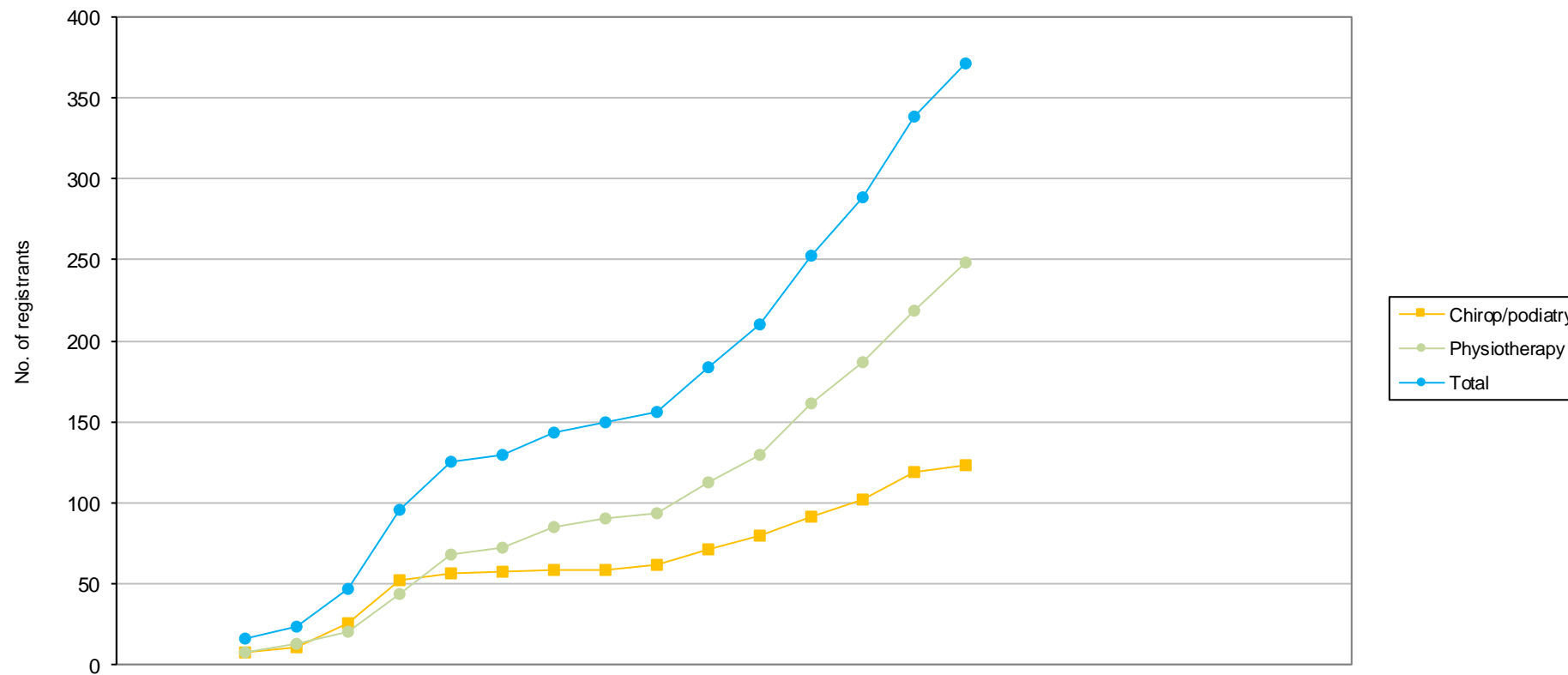
Registration Department

	2014						2015										2016								13/14	14/15	15/16
	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
Chirop/podiatry			8	11	26	52	57	58	59	59	62	71	80	92	102	119	123								0	71	123
Physiotherapy			8	13	21	44	68	72	85	91	94	113	130	161	187	219	248								0	113	248
Total			16	24	47	96	125	130	144	150	156	184	210	253	289	338	371								0	184	371
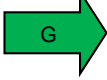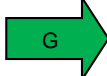
3.   Project Management Commentary
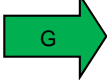
Project Number	Project Name	Project Board	Project Status	
MP64	Education System Build	Project sponsor: Brendon Edmonds Project lead: Matt Nelson	Previous G	Current G
Project Description				
Implementation of the recommendations made during the Education systems and process review project previously undertaken				

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	▪ The system has now gone live and is in use within the department ▪ Work to develop additional functionality identified following go live and integrating the system with the HCPC website and the Net Regulate system is now under way.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £1,098,117	£1,048,222	December 2012	At Initiation: April 2015 Sept 2014 Exception report : October 2015

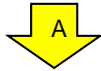| Project Number	Project Name		Project Board	Project Status	
MP 76	Domino to Exchange migration		Project sponsor: Guy Gaskins Project lead: Rick Welsby	Previous A	Current Closed
Project Description					
Migration of email service from Lotus Notes to MS Outlook.					
Project Scope			**Status update**		
- 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			- The issue that was identified during testing was quickly resolved and a revised go live date was identified - Go live went extremely smoothly, the only issues encountered were with group mailboxes which were resolved relatively quickly - The system is being successfully used throughout the business		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £116,727		£116,550	September 2014	At initiation: March 2015 Feb 15 Exception report: July 2015 July 15 Exception report: August 2015	

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

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 • 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 business case for the build project was presented to EMT and received approval. • The project has therefore now closed.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £296,278	£230,042	July 2014	At initiation: June 2015 Feb 15 Exception Report: Aug 2015

Health and Care Professions Council   **Operations Directorate**
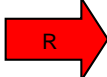
Project Number	Project Name		Project Board	Project Status	
MP 78	HR and Partners systems build		Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous A	Current G
Project Description					
Build of an HR and Partners system.					
Project Scope			**Status update**		
▪ Implementing improved processes and working practices supported by a new HR and Partners system. ▪ Implementing online recruitment for employee and partner applicants ▪ Improved data integration with Partner user departments Training and operational manuals			▪ The work with the suppliers around the customisation work required for the Partners' function has now been agreed with CoreHR (the suppliers) ▪ There is no impact on the timeline for the project therefore the project is once again reporting as green. ▪ Work continues to clean up the data held in our current systems and preparation work for the data migration is underway. ▪ Preparation for User Acceptance Testing is underway. ▪ Scoping work for the integration of the system with other systems within the organisation continues.		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £644,178		£ 47,818	November 2014	At initiation: June 2016	
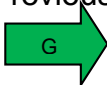
Project Number	Project Name		Project Board	Project Status	
MP 80	Stakeholder Relationship Management system		Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones	Previous G	Current A
Project Description					
To develop an efficient organisation-wide stakeholder relationship management system.					
Project Scope			**Status update**		
Requirements gathering • Identification and procurement of a business analyst; • Business analyst engagement to facilitate and support requirements gathering for the proposed system; Procurement of supplier • Options analysis of potential suppliers for the proposed system; • Identification and tendering of preferred suppliers; Build • Information gathering workshops with supplier • System build • Data migration • User acceptance testing • Employee training in the use of system			▪ Requirements gathering is now complete ▪ An issue has been raised with the potential installation of this system on the same platform as the Education system. ▪ This issue is currently being investigated.		
Project Budget History	**Committed spend**		**Date of Initiation**	**Project End Date History**	
At initiation: £178,789	£19,794		January 2015	At initiation: May 2016	
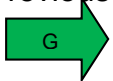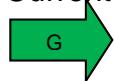
Project Number	Project Name		Project Board	Project Status	
MP 74	SAGE and PRS upgrade		Project sponsor: Andy Gillies Project lead: Charlotte Avery	Previous G	Current G
Project Description					
Upgrade to SAGE 2013 v2 and from PRS (purchase order processing system) to WAP.					
Project Scope			**Status update**		
- Upgrade the current system to Sage 200 2013 so that it sits on a new Windows operating system; - Correct any known bugs in Sage 200; - Begin utilising the electronic invoice approval process in SAGE - Begin utilising the project accounting module in SAGE to track project budgets and expenditure - Upgrade the current system to WAP so that it sits on a new Windows operating system; - Correct any known bugs in PRS;			- Electronic invoice approval has gone live and is functioning well. - The project is going through its closure activities.		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £122,714		£85,803	October 2014	At initiation: April 2015 Feb 15 Exception Report: September15	
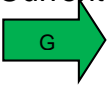
Project Number	Project Name		Project Board	Project Status	
MP 79	Net Regulate changes 2014-15		Project sponsor: Andy Gillies Project lead: Chantelle Mayoss	Previous A	Current Closed
Project Description					
A project to implement 6 changes to Net Regulate to mitigate operational risks					
Project Scope			**Status update**		
▪ CR1 – Outstanding balance and profession reporting ▪ CR2 – Compulsory country codes ▪ CR3 – Including registrants with Caution status in outstanding balance reporting ▪ CR4 – Including Status change date data in Crystal reports ▪ CR6 – Downgrading watchlist user permissions CR7 – Making email priority setting user-configurable			▪ It has been determined that since the project has slipped so considerably that the business case for these changes is no longer valid. ▪ Therefore the project has been closed.		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £69,403		£10,458	November 2014	At initiation: July 2015	

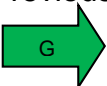| Project Number	Project Name		Project Board	Project Status	
MP 77	Public Health Specialists		Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous R	Current R
Project Description					
A project to open a part of the register to regulate Public Health Specialists.					
Project Scope			**Status update**		
• Develop and consult on the standards of proficiency required for entry to the register; • Recruit, appoint and train partners; • Amend NetRegulate, FtP case management system and other IT • systems; • Make the necessary changes to documentation including publications, website and banners; • Liaise with UKPHR to ensure information is shared regarding their current process for registration, education and FtP; • Communicate with public health specialists, employers, professional bodies and other relevant stakeholders regarding the change			• Legislation is awaiting a decision by the new minister • We are awaiting further information from the Department of Health • A revised go live date for this project has not yet been established.		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £402,154		£123,444	January 2015	At initiation: April 2016	

Project Number	Project Name		Project Board	Project Status	
MP83	Fees Review 2015		Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous G →	Current Closed
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.			The fees have been successfully increased and the project has now closed.		
Project Budget History	**Committed spend**		**Date of Initiation**	**Project End Date History**	
At Initiation: £58,650	£ 1,996		Mach 2015	At Initiation:September 15	

Project Number	Project Name		Project Board	Project Status	
MP84	405 Kennington Road Fit out		Project sponsor: Marc Seale Project lead: Steve Hall	Previous G	Current G
Project Description					
To manage the fit out of the new HCPC premises at 405 Kennington Road					
Project Scope			Status update		
▪ To create: • A dedicated, modern, high-quality site for the holding of tribunals including separate waiting and working areas for the various participants in FTP tribunals • Local office space for the HCPC hearings team that is clearly separated from participants in the tribunals on a site that is accessible for all HCPC employees.			▪ Procurement to attain the services and equipment is well underway ▪ The renovation of the building is progressing as planned		
Project Budget History		Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,248,218		£ 224,708	May 2015	At Initiation:February 16	

Project Number	Project Name		Project Board	Project Status	
MP81	Professional Qualifications Directive		Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous G	Current G
Project Description					
To ensure the HCPC remains compliant with the changing European Directive					
Project Scope			**Status update**		
- Determine how HCPC will meet the requirements to process applications for EPCs; - Amend HCPC processes and potentially systems to allow the introduction of the EPC; - Determine how HCPC will adhere to the Directive's requirement to participate in the alert mechanism; - Potentially amend HCPC processes and systems to participate in the alert mechanism; - Develop an EU wide intelligence model for education and training requirements for each of our regulated professions in other Member States but focussing on physiotherapists in the first instance; - Amend HCPC processes and systems to meet the new temporary mobility requirements; - Amend HCPC processes and systems to meet the new general system requirements.			Initial workshops are being held.		
Project Budget History		Committed spend	Date of Initiation	Project End Date History	
At Initiation: £39,100		£0	May 2015	At Initiation: March 2016	

Health and Care Professions Council   **Operations Directorate**

Project Number	Project Name	Project Board	Project Status	
MP82	Telephone Credit Card Automation and hosting change	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous G →	Current A ↓

Project Description
To change our telephone credit card processing systems to remain within technology support

Project Scope	Status update
To ensure that all credit and debit card payments made to the HCPC are compliant with PCI DSS requirements, whilst maintaining the following principles: ▪ Maintain or reduce the workload for registration advisors and finance, ▪ Maintain quality of service and appropriate level of compliance during the transition between services, ▪ Minimising the risk of fraud accusations against HCPC employees, since callers will know they have not heard any credit/debit card details, ▪ No PCI DSS data to traverse HCPC infrastructure, ▪ Minimise the telephony call charges by moving telephone provider if necessary (prevent cross network charges), ▪ Maintain freedom to switch between payment service providers, ▪ Achieve the transfer to a new telephone application and (if necessary) hosting provider by 29 September 2015, or ideally sooner	▪ Due to issues with project management resourcing this project was delayed by a number of weeks. ▪ The contract negotiations are still ongoing and are now progressing. ▪ An exception report will be presented to EMT on 29th September.

Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £72,157		£0	April 2015	At Initiation: September 2015

Project Number	Project Name	Project Board	Project Status	
MP85	Registrations Transformation and Improvement project	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous	Current G

Project Description	
The Registrations Transformation and Improvement project will deliver a new operating model for the Registrations department, including processes, systems, and interactions with other areas around the organization.	

Project Scope	Status update
- To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project. - To design and build a new Registrations System which will cater for all processes reviewed and mapped as part of the Registrations Process and Systems Review Project. - To design and build a new Registrations System using Microsoft Dynamics CRM, in accordance with the functional and non-functional requirements gathered during the Registrations Process and Systems Review Project. - To design and build a new Registrations System which is easy and cost effective to change. We want to build a solution where we can quickly competitively tender for suppliers to provide support and to make changes, to ensure value for money. - To implement all new processes with a focus on ensuring that all data continues to be held and accessed in a secure way. This incorporates both technology and working practices. - To increase pro-active Registration-related communication with applicants and registrants, using	The project has now initiated and a paper is being presented to Council at this meeting.

technology-based automation therefore without significantly increasing the workload of Registration employees.

- To improve the customer service experience for applicants and registrants by providing the opportunity to engage with HCPC in a range of ways, including new customer service channels such as SMS and instant messaging.
- To eradicate the vast majority of the physical paper that the Registrations team deals with, by providing online self-services and strongly encouraging all applicants and registrants down the digital-by-default route.
- To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received.
- To make Registration employees' jobs easier by creating clear and easily accessed work queues which utilise business rules, and giving clear lines of issue escalation.
- To better enable Registration employees' work by consolidating all data into one source; a proportion of this data is currently held independently to the legacy registration system.
-

Project Budget History	Committed spend	Date of Initiation	Project End Date History
TBD	TBD	TBD	TBD

Project name	Comments
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
PCI Security Standards compliance	A project to identify, assess and remedy any PCI DSS weaknesses

4. Business Process Improvement Commentary

4.1 Quality Management System Changes and Audits

ISO 9001:2008 Quality Management System is under review, and the proposed ISO 9001:2015 Quality Management Standard is due for released in September 2015.   As part of the regular process review cycle, processes within FTP, Registrations and Complaints/ Customer Service have been updated to better reflect current working practises.

The ISO27001 audit schedule has been added to the 9001 schedule to make one document. At some time in the future, HCPC's external ISO auditors, BSI, may conduct ISO9001 and ISO27001 audits simultaneously. This is probably several years off.

ISO9001 clause	RISK Based Audit from January 2008 onwards	2015 March	April	May	June	July	August	September	October	November	2015 December	2016 January	February	March	April
	Chief Executive & Registrar's Dept				IARA-DC	→		IARA							
	Registrations - R Houghton & Dept Info Sec UK	[blue]				[pink]					IARA-DC	→ [pink]	IARA	[blue]	[grey]
7.5.3	International Registrations					[pink]						[pink]		[blue]	[grey]
7.5.3	CPD					[pink]	[blue]		BSI			[pink]		[blue]	[grey]
	Operations					[pink]			BSI			[pink]		[blue]	[grey]
	Quality Assurance					[pink]	→		BSI			[pink]		[blue]	[grey]
7.5.2	**Education - A Gorringe** & Dept Info Sec Operations NNW				[blue]	[pink]					IARA-DC	→ [pink]	IARA		[grey]
	Operations SES				[blue]	[pink]						[pink]			[grey]
	Communications & Development				[blue]	[pink]						[pink]			[grey]
	Quality Assurance				[blue]	[pink]						[pink]			[grey]
	Policy & Development				[blue]	[pink]						[pink]			[grey]
	Secretariat - L Lake & Info Sec Customer Services					[pink]	[blue]	IARA-DC	BSI! →		IARA	[pink]			[grey]
	Customer Services					[pink]	[blue]		BSI			[pink]			[grey]
	Information Governance					[pink]	[blue]		BSI			[pink]			[grey]
	Council Processes					[pink]	[blue]		BSI			[pink]			[grey]
6.3	**Fitness to Practise- J Barwick** & Dept Info Sec	NMR51 [red]	BSI [blue]			[pink]			IARA	→	IARA	[pink]			[grey]
	Adjudication	NMR50 [red]	BSI [blue]			[pink]				[blue]		[pink]			[grey]
	Administration		BSI [blue]			[pink]						[pink]			[grey]
	Assurance & Development		BSI [blue]			[pink]						[pink]			[blue]
	Case Support		BSI [blue]			[pink]						[pink]		[blue]	[grey]
	Case Teams 1-5	[blue]	BSI [blue]	Redaction	Redaction	[pink]						[pink]		[blue]	[grey]
	Case Teams 6-7	[blue]	BSI [blue]	Redaction	Redaction	[pink]						[pink]		[blue]	[grey]
	Compliance	[blue]	BSI [blue]			[pink]						[pink]		[blue]	[grey]
	Investigations	[blue]	BSI [blue]			[pink]						[pink]		[blue]	[grey]

Clause	Process / Owner	Entries
4.2.3	**Policy - M Guthrie**	IARA-DC → IARA
4.2.4	& Dept Info Sec	
	Communications -J Ladds	IARA-DC → IARA
	& Dept Info Sec — Social Media	BSI
	Stakeholders	BSI
	Publishing	BSI
	Web & Digital	BSI; NMR53
	Internal Comms	BSI
	Events	BSI
8.2.1	**Quality- Business Proc Improv**	Entropy; BSI; Entropy; Entropy
5.5.3	R Dunn / K Birtwistle	Entropy; BSI; Entropy; IARA-DC → IARA
	Risk Register (BPI)	IARA-DC → IARA; BSI
	R Dunn	BSI
8.2.1	**Human Resources – Employees**	IARA-DC → IARA
	Teresa Haskins	
	Human Resources – Partners	IARA-DC → IARA
6.2	Hayley Graham	
	Facilities/Infrastructure	NMR52; BSI; IARA-DC → IARA
6.2.2	Stephen Hall	BSI
6.3	**Information Technology**	
	Infrastructure	BSI
	Service Support	BSI
7.3 & 7.5.4	**Finance- A Gillies**	IARA-DC → IARA; BSI
	Invoicing & Purchase Ledger	BSI
	Management Accounts	BSI
7.3.7 / 7.3	Procurement	BSI
	Transactions	BSI
6.3	**Project Management**	IARA-DC; BSI → IARA
	Claire Reed	BSI
	Disaster Recovery / BCM	Shadow Planner; Shadow Planner; Shadow Pla; IARA-DC → IARA
7.4.2 / 7.4	EMT/CDT	Shadow Planner; Shadow Planner; Shadow Pla; Flood rpt
	COUNCIL, CER / EMT	BSI
s	**DeepStore** Archive	
s	**Europa QP** Printers	
s	**ServicePoint** Scan & Copy	
7.5.5	**Eventsforce** Events sign up online	
s	Other suppliers	
	ISMS Policy area A5.1-5.1.2 [BPI / CER/ EMT]	BSI Audit-S1; BSI-S2
	ISMS Roles area A6.1-6.1.5 [BPI & EMT]	BSI Audit-S1; BSI-S2
	ISMS HR & Responsibility A7-7.3.1 [HR & IT]	BSI Audit-S1; BSI-S2
	ISMS Assets & Handling A8-8.3.3 [BPI & IT]	BSI-S2 — Tidy Desk
	ISMS Access Control A9-9.4.5 [IT & HR]	BSI Audit-S1; BSI-S2
	ISMS Cryptography A10 - 10.1.2 [IT]	BSI Audit-S1; BSI-S2
	ISMS Physical Security A11-11.2.9 [Fac]	BSI-S2 — Building
	ISMS Operations A12-12.7.1 [IT]	BSI Audit-S1; BSI-S2
	ISMS Communications A13-13.2.4 [IT]	BSI Audit-S1; BSI-S2
	ISMS Systems Acqst'n Dev & Maint A14 [IT]	BSI-S2
	ISMS Supplier Relationships A15-15.2.2 [FIN]	BSI-S2
	ISMS Incident Response A16-16.1.17 [BPI]	BSI-S2
	ISMS Business Continuity A17-17.2.1 [BPI]	BSI-S2; Flood rpt
	ISMS Compliance & Redundancies A18 [BPI]	BSI-S2

Legend

Colour / Label	Meaning
BSI Audit	BSI — Deferred BSI Audit
[INTERNAL AUDIT] Grant Thornton	Individual audit dates may be moved to accommodate issues outside the Quality department by arrangement.
HCPC ISO audit or InfoSec IA team	Items in Light Blue are planned internal audits. Items in Dark Blue are BSI external audits
Near Miss Reports = NMR#	Items in red refer to Near Miss Reports which are unplanned by their very nature.
PCI-DSS Audit by NGS/NCC	Items in yellow refer to work on the QMS processes where changes are planned at department level.
QMS Major Process Rvw	
As Is output from Project	

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The **ISO 9000** group of quality management system standards is designed to help organisations ensure that they meet the needs of customers and stakeholders whilst satisfying statutory and regulatory requirements related to the product or service provided.

Third-party certification by external auditors (British Standards Institute, BSI, in our case) provides independent confirmation that HCPC meet the requirements of ISO 9001.

A programme of internal and external audits based around departmental function, across functions or on a risk based approach is carried out on a rolling basis to maintain quality of service and incremental improvements over time following a Plan – Do –Check – Act review cycle.

4.2 Near Miss Reporting

REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR52 A window panel fell from second floor, 186 KPR in windy weather.	Late April 2015	Mid May 2015	May 2015 – Completed
NMR53 Website update – Education Approved courses list not tested adequately	July 2015	July 2015	Sept 2015
NMR54 Lapsed suspension orders in FTP	Sept 2015	Sept 2015	Sept 2015
NMR55 Redaction quality in FTP bundles	Sept 2015	Sept 2015	Sept 2015

4.3 Audits & updated processes
The next ISO9001:2008 audit will take on the 22nd & 23rd October. Areas for audit include;

Overview: Quality Management System Processes; Work Environment & Infrastructure; Projects; Registrations CPD, Operations, Quality Assurance; IT Infrastructure, Service Support ; Secretariat, Customer Services, Information Governance, Council processes.

The update to the standard ISO9001:2015 has not officially been published at the time of writing, (due 22nd Sept) although the first accreditation of a certification body has taken place, presumably against the draft standard. Some mapping materials have been provided by BSI, to assist in transition to the updated standard. This is a more significant update than that which took place in 2008.

The migration of the Quality Management System and Information Security Management System to a test Microsoft SharePoint based system is being trialled.

4.4 Corporate Risk Register Maintenance

Register iteration	Draft circulated to EMT	Collecting updates	EMT sign off	Published to Audit Committee
2015 January	Circulated	Completed	Completed	Completed
2015 September	July 2015	Completed	Completed	Completed
2016 January	Dec 2015	Not yet commenced	Not yet commenced	Not yet commenced
2016 September	July 2015	Not yet commenced	Not yet commenced	Not yet commenced

The Risk Register has been slightly extended to function as the Risk Treatment Plan for ISO27001.

4.5 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council
2014 Sept, Brought forward July 2014	Completed	Completed	Completed	Completed
2015 June, brought forward to March 2015	Completed	Completed	Completed	Completed
2015 September update	July 2015	August 2015	Sept 2015	Sept 2015
2016 June	April 2016	May 2016	May/June 2016	June 2016

4.6 ISO27001 Information Security Implementation

Internal audits based around ISO9001:2008 and ISO27001:2013 continue around the organisation. Audits have been combined where possible to lower the impact of repeat auditing on departmental resources.

Information Security training is taking place within departments and with HCPC Partners.
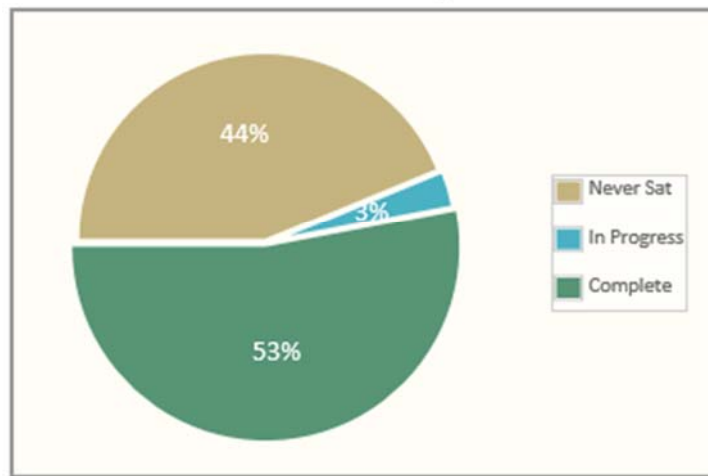
ISO27001 certification was officially achieved on 12th June 2015, and both members of BPI will be attending BSI Milton Keynes for the official presentation.

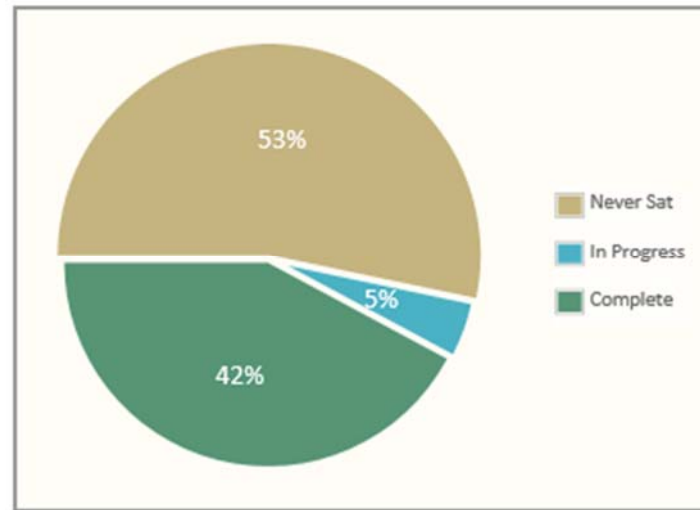The next Continuing Assessment Visit is due for April 13-14th 2016. This may be moved to fit in with EMT schedules.

An unannounced Tidy Desk audit was carried out on parts of 33 Stannary Street (Finance & FTP) on Friday 21 August. All areas audited were found to be compliant. No PII was found unprotected. These unannounced checks will continue. It should be noted that most organisations loose their ISO27001 certification soon after gaining it, or substantially later, as the effort involved in achieving certification is diverted elsewhere in the business (according to consultancies). However HCPC are developing a comprehensive IS communications plan to address this.

4.7 Business Continuity / Disaster Recovery Planning
The basic Shadow Planner site has been constructed and content is being populated to the site. Some rewriting of the content is required to allow the use of mobile devices.

4.8 Information & Reporting Activity
Further data extracts have been produced for a NHS Protect exercise.

The graph below shows current carton/box numbers within the archive system, (2014 January to August 2015). Registrations storage is being assessed to validate scanned copies before hard copy destruction. There has been a slight increase whilst this is in progress.

Running Monthly nos to date

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug
Series1	4,075	3,953	4,058	4,110	4,110	4,113	4,117	4,179	4,206	4,221	4,052	4,052	4,059	4,135	4,135	4,142	4,142	4,142	4,142	4,204
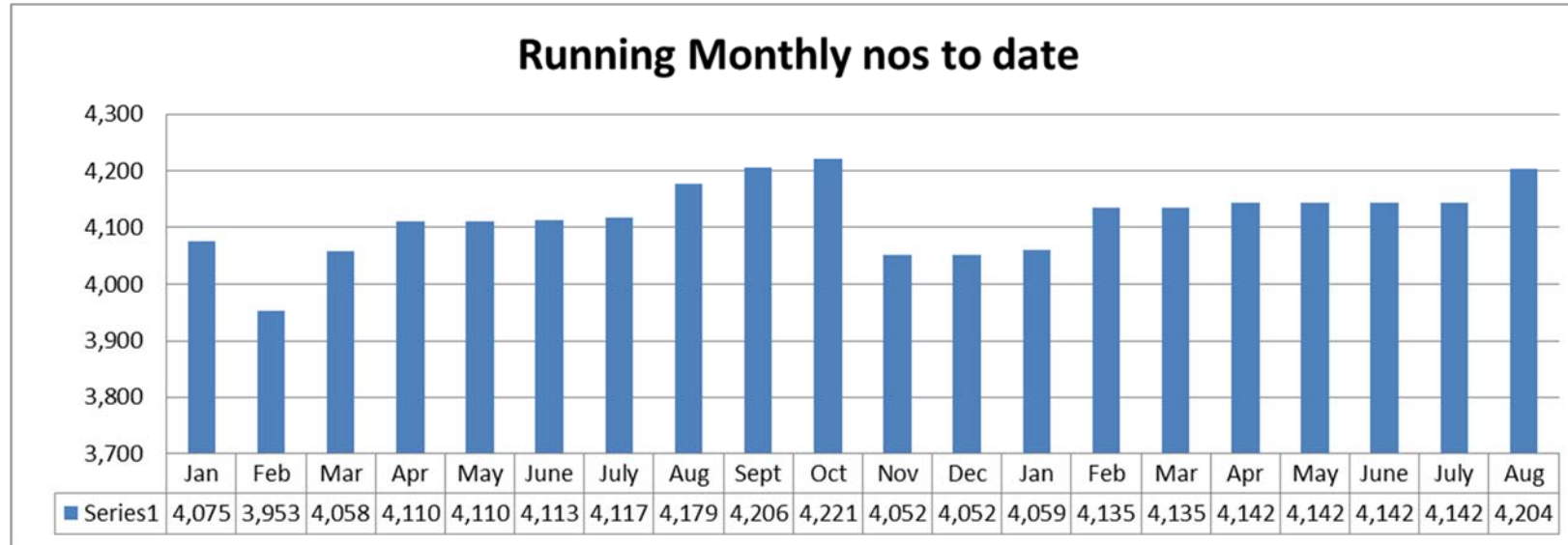
A further cull is being planned for this financial year.

Other items

4.9 Departmental Matters
Nothing to note

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5. Facilities Management Report

Staffing

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

Recruitment of a Facilities Officer has taken place and Charlotte Bennett joins HCPC on 14 September.

Refurbishment to lift in 186 Kennington Park Road

Due to on-going reliability issues to this lift, the decision was taken to replace the control system, as this was identified as the root cause of the issues that had been encountered. The work commenced on 17 August and was completed ahead of schedule on 28 August.

Burst water main

On Monday, 29 June, HCPC offices were impacted by the burst water main in Kennington Park Road. Facilities ensured that HCPC's premises were protected from the flood waters and that the buildings were secured. The buildings were re-opened to employees and visitors from 07:30 on Wednesday 1 July.

405 Kennington Road

The fit out to the above premises, carried out on HCPC's behalf by the landlord's main contractor, commenced on 22 July and the projected completion date is 20 November. The landlords have reported that at the time of writing, the contractor is on programme to meet this date. Once practical completion has been achieved, work will then commence to install the furniture, IT equipment, etc.

Incoming Mail including Special Delivery Volumes

Health and Care Professions Council	Facilities Management

	2014												2015													2016					11/12	12/13	13/14	14/15	15/16
	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	FYE	FYE	FYE	FYE	YTD
Mail bags	36	47	42	46	52	50	62	38	24	34	39	48	39	44	33	43	34	46	65	65	60	43	41	41	48	36	42	45	48						463	538	518	554	219
Special Delivery	1,210	1,318	1,771	3,073	2,801	3,143	3,752	2,185	1,087	1,646	1,935	1,845	1,713	1,534	2,308	887	2,503	2,713	3,591	3,097	2,975	1,567	1,462	1,347	1,617	1,413	1,676	3,263	2,786						17,305	24,023	25,766	25,697	10,755