Operations Directorate Management Information Pack

Greg Ross-Sampson, Director of Operations
July 2016

Contents

1. Executive Summary

1.1 Registration - 1 April 2016 to 31 May 2016

As forecasted, the team received fewer UK applications, and saw an increase in the number of telephone calls in April. This was due to physiotherapists renewing their registration. The team achieved all of the department's service standards, with the exception of answering 95% of calls received, and UK and international email responses. Service level for phone calls was affected by telephone service issues over the bank holidays and the all employee training day. Response times to emails were adversely affected by the increase in volume for international emails, higher than expected sickness absence, and vacant positions.

1.1.1 Telephone Calls

The team experienced an increase of 4,483 more calls than forecasted during this period. The forecast has now been normalised against the previous monthly figures and is now more accurate. We expect the figures to follow the forecast trend.

1.1.2 UK Applications

The team received 323 less UK applications than forecasted. The forecast has now been normalised against the previous monthly figures.

1.1.3 International Applications

The team registered 98.2% more applications than forecast. Resource has now been allocated to registering as many applications as possible before new graduates send their UK application forms in. All international applications were acknowledged within three working days.

1.1.4 Registration Renewals

In this period we had five professions renewing their registration. The renewal window for physiotherapists closed on 30 April 2016, the renewal window for arts therapists closed on 31 May 2016, the renewal window for dietitians opened on 1 April 2016, and the renewal window for chiropodists / podiatrists and hearing aid dispensers opened on 1 May 2016. There continues to be an increase in registrants using the online portal to renew their registration.

1.1.5 Registration Renewals

The appeals reports now follow the same layout as UK and international applications; current workload, appeals received each month, and decisions reached each month.

1.2 Project management

During this period:

- 2 projects have declined in outlook
- 3 projects have remained the same; and
- 1 project has improved in outlook

The Education project has declined since the last reporting period due to issues encountered with the interface between the Education system, Net Regulate and the HCPC website.

The PCI / DSS credit card standard project has declined in outlook as the recommendations received in the audit report will take a significant amount of time to implement.

The HR and Partners projects has improved in outlook as the development work on the HR system has been delivered and the development work on the Partners system has now received a more certain delivery timeframe.

1.3 Business Process Improvement

1.3.1 Audits & Processes

Internal audits are running to maintain our existing certifications, ISO 9001 (Quality Management), ISO10002 (Complaints Management) and ISO27001 (Information Security).

1.3.2 ISO27001 & Business Continuity

We will continue training employees and Partners on information security on an annual basis. Next training package is due June 2016.

Internal and external supplier audits have been carried out.

Our online DR plan "ShadowPlanner" nears completion. Testing is underway on multiple smartphone types. A corporate smartphone has been selected, and testing with this will begin shortly. A DR /BCM test is being planned for November 2016.

1.4 Facilities Management

The consultation on the organisation of the Facilities Department has completed. Interviews to fill the position of Office Services Manager will begin in the first week of July.

2 Registration Management Commentary

2.1. Operational performance 1 April 2016 to 31 May 2016

a) Telephone calls
During this period there were two bank holidays, and the all employee training day. We discovered an issue with the phone system following the training day, when we received calls and emails regarding calls not being answered. The phone system did not have the correct out of office message playing, resulting in 376 abandoned calls over these three days, affecting our service level. The IT department have identified the issue and are implementing a change to the process to enable us to play the correct out of office messages in the future.

i) UK telephone calls – During this period the team received a total of 24,352 telephone calls. This is 1,055 or 4.5% more than the same period two years ago, and 4,316 more than forecast. The team answered 90.8% of calls received compared to 91.2% during the same period two years ago.

ii) International telephone calls – During this period the team received a total of 1,587 telephone calls. This is 413 more than the same period last year and represents a 35.2% increase in calls. The team answered 97.1% of calls received compared to 99.6% during the same period last year.

b) Application processing
i) UK applications

A total of 1,075 UK applications were received during the period which is 23.1% or 323 less than forecasted. We received 13% or 160 less UK applications compared to the same period last year.

The team registered 1,074 UK applications which is 255 or 19.2% less than forecasted.

The team processed all UK applications within three working days.

ii) Readmission applications

The team processed all readmission applications within seven working days.

iii) International applications

A total of 1,151 new international applications were received which is 1% less than forecasted.

We received 193 more international applications compared to the same period last year which represents a 20.1% increase.

The team registered 696 applications which is 329 or 89.6% more compared to the same period last year, and 98.2% more than forecast. This is because resource was allocated to the assessment stage of the international application process, where previously it was allocated to the early stages.

From 16 June to 20 June, the team experienced issues with NetRegulate which did not allow us to perform the data entry of international application forms onto the NetRegulate system. As a result resource was reallocated to acknowledging international applications, and other parts of the international process until the issue was resolved.

The team acknowledged receipt of applications within two working days on average during this period for both European Mutual Recognition (EMR) and Non-EMR applications. The team are currently processing Non-EMR applications within 42 working days of receipt and EMR applications within 37 working days of receipt.

iv) Visiting European health professional declarations
The team received 102 declarations which is 35 or 25.5% less compared to the same period last year. The number of registered visiting European health professionals for the same period last year has increased by 24.4% to 393, which is 39 more than the forecast of 354.

v) European Professional Card (EPC)

The European Professional Card (EPC) for physiotherapists has been operational since 18 January 2016.

We continue to receive more interest from physiotherapists who either want to go and practise elsewhere in the European Economic Area (EEA), or who wish to come and practise physiotherapy in the UK.

In the period we received:

- 12 EPC applications from those who are registered with us (or have approved UK qualifications) and wish to practise in another European state,
- 28 EPC applications from physiotherapists qualified in other European states who want to establish themselves in the UK and use the protected title,
- And 13 EPC applications from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.

Out of the 12 outgoing applications, nine have been successfully completed so far, as others were incomplete. Applications are considered incomplete if the applicant has not submitted the required documentation for the European state they wish to practise in. Documents not being translated, or lack of information about the applicants' education and training are common reasons for an incomplete application.

From those who want to use the title physiotherapist and establish themselves in the UK, four have been asked to complete a period of adaptation, 13 had their qualifications recognised and the rest are ongoing. Currently, nine EPC applications have been added to the Register of visiting professionals. Please note that these are registered for 18 and not 12 months, when compared to visitors applying via the non-EPC route.

c) Emails

i) UK Emails – A total of 6,499 emails were received which is 336 or 4.9% less than in 2014. The team responded to 19.6% of UK emails within one working day and 64.3% within two working days.

ii) International emails – A total of 3,139 emails were received which is 2,351 or 298.4% more during the same period last year. There continues to be a considerable increase in the number of emails received since the website was updated in October 2015, promoting the international email address more clearly.

The increase in volumes, sickness absence, and vacant positions attributed to the number of emails that were processed outside of service level.

d) Continuing Professional Development (CPD) audit
A total of 901 CPD profiles were received during this period and all profiles were acknowledged within five working days. All complete CPD profiles are being processed within 60 working days of receipt.

During this period five assessment days were held. A total of 844 CPD profiles were assessed of which 13 CPD profiles were sent to assessors to be assessed electronically.

e) Registration renewals
The renewal window for physiotherapists closed on 30 April 2016 with 97.1% successfully renewing their registration.

This is 0.6% more than 2014 when 96.5% of physiotherapists renewed their registration. Of those who successfully renewed, 92.9% renewed their registration using the online portal. This compares favourably with 2014 where 88.7% of physiotherapists renewed their registration using the online portal, an increase of 4.2%.

The renewal window for arts therapists closed on 31 May 2016 with 94.8% successfully renewing their registration.

This is 2.3% more than 2014 when 92.5% of arts therapists renewed their registration. Of those who successfully renewed, 87.3% renewed their registration using the online portal. This compares favourably with 2014 where 81.7% of arts therapists renewed their registration using the online portal, an increase of 5.6%.

At the beginning of April 2016, 8,916 dietitians were invited to renew their registration. Their renewal window will close on 30 June 2016.

At the beginning of May 2016, 13,005 chiropodists / podiatrists and 2,443 hearing aid dispensers were invited to renew their registration. Their renewal window will close on 31 July 2016.

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

f) Postal correspondence
On average, the team processed postal correspondence within eight working days of receipt.

g) Registration appeals

During the period the team received nine new registration appeals, which is 1 or 10% less than forecast.

A Registration Appeal Panel considered a total of nine appeals, determining that the appeal should be allowed in two cases and dismissed in seven cases.

The registration appeals team actively managed and progressed 15 cases per month during the reporting period.

2.2 Resource
Employees

During the period we successfully recruited seven Registration Advisors. These positions backfill vacancies that we had following promotions, leavers, and secondments. Training continues to be provided to employees as part of our multi-skilling training programme.

The department operated within its budgeted headcount during this period.

2.3 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 receipt of CPD profile applications within five working days.

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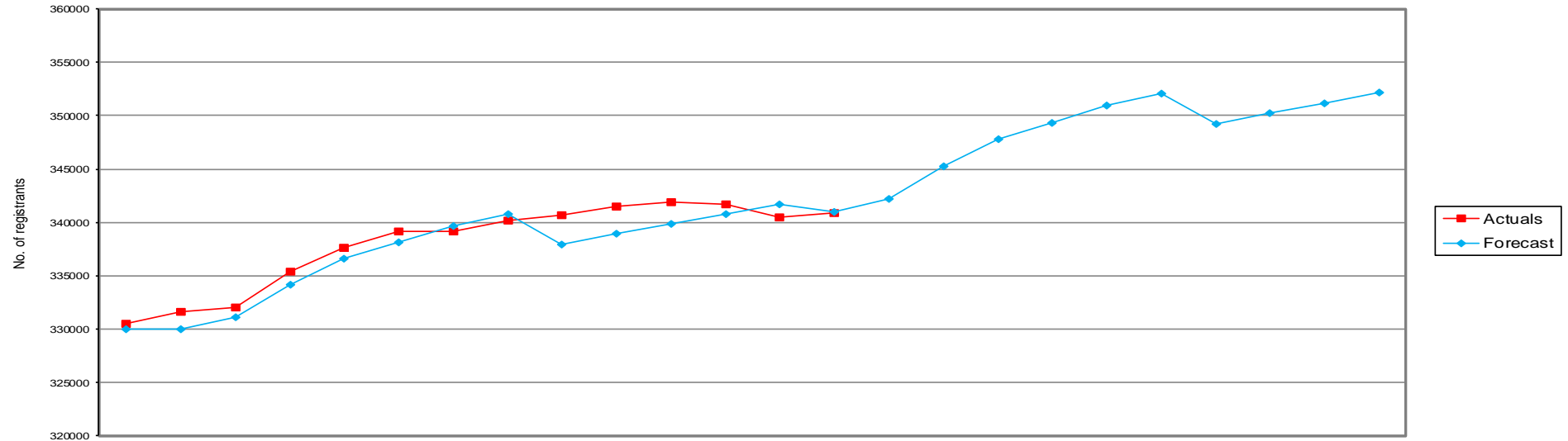
The Registration Department aims to process all **complete** paper renewal form within ten working days of receipt.

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

2.4 Registration Management Statistics

Number of Registrants by Profession April 2015 - March 2017　　　　　　　　　　　　　　**Registration Department**

	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 YTD
Arts therapists	3,004	3,634	3,646	3,672	3,715	3,759	3,814	3,841	3,865	3,881	3,890	3,897	3,887	3,886											3,620	3,897	3,886
Bio. scientists	22,647	22,624	22,665	22,798	22,871	22,870	22,773	22,551	21,942	22,017	22,098	22,154	22,191	22,228											22,640	22,154	22,228
Chirops/pods	12,905	12,904	12,921	13,042	13,100	13,141	13,161	13,172	13,160	13,127	13,131	13,121	13,123	13,098											12,911	13,121	13,098
Cl scientists	5,318	5,336	5,341	5,340	5,337	5,298	5,182	5,287	5,327	5,345	5,363	5,376	5,402	5,418											5,296	5,376	5,418
Dietitians	8,557	8,575	8,598	8,763	8,863	8,917	8,945	8,962	8,959	8,968	8,978	8,986	9,004	9,000											8,528	8,986	9,000
Hearing aid disps	2,165	2,174	2,184	2,212	2,257	2,295	2,325	2,338	2,373	2,403	2,425	2,442	2,457	2,458											2,151	2,442	2,458
OTs	36,138	36,177	36,219	36,650	36,911	36,966	35,581	35,891	36,035	36,113	36,200	36,272	36,338	36,388											36,128	36,272	36,388
ODPs	12,214	12,205	12,241	12,288	12,397	12,588	12,751	12,756	12,787	12,799	12,791	12,811	12,836	12,812											12,182	12,811	12,812
Orthoptists	1,381	1,381	1,377	1,379	1,396	1,376	1,380	1,383	1,385	1,384	1,386	1,385	1,383	1,383											1,379	1,385	1,383
Paramedics	21,271	21,313	21,384	21,473	21,485	21,526	21,756	21,871	21,992	22,096	22,250	22,380	22,492	22,553											21,185	22,380	22,553
Physiotherapists	49,360	49,737	49,883	50,668	51,044	51,268	51,383	51,542	51,632	51,726	51,742	51,662	49,793	50,181											49,685	51,662	50,181
Pract psychs	20,963	20,889	20,416	20,529	20,577	20,724	21,115	21,221	21,296	21,361	21,412	21,470	21,527	21,551											20,996	21,470	21,551
Prosth/orthotists	1,012	1,011	1,016	1,040	1,046	1,039	1,004	1,007	1,009	1,009	1,009	1,005	1,006	1,007											1,011	1,005	1,007
Radiographers	29,812	29,841	30,044	30,694	30,859	30,994	31,109	31,196	31,177	31,122	30,889	30,244	30,317	30,418											29,786	30,244	30,418
Social workers	88,726	88,818	89,033	89,671	90,434	91,143	92,025	92,183	92,700	93,029	93,208	93,341	93,491	93,259											88,397	93,341	93,259
SLTs	15,016	15,027	15,044	15,191	15,313	15,279	14,908	15,018	15,077	15,108	15,169	15,199	15,231	15,262											14,992	15,199	15,262
Total	330,489	331,646	332,012	335,410	337,605	339,183	339,212	340,219	340,716	341,488	341,941	341,745	340,478	340,902											330,887	341,745	340,902
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	341,668	341,028	342,180	345,306	347,830	349,364	350,988	352,097	349,234	350,232	351,180	352,166		340,814	352,167

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 - 15/16.

International applications workflow process at end of each month April 2015 - March 2017　　　　　**Registration Department**

Current status	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 YTD
Minimum info	251	351	309	533	533	451	310	295	337	542	386	386	551	555											141	386	555
At scrutiny	1,000	809	838	739	877	933	957	928	881	974	984	1,126	1,419	1,164											739	1,126	1,164
Pending reg fee	223	235	213	200	187	241	283	346	253	271	307	252	343	347											203	252	347
Total	1,474	1,395	1,360	1,472	1,597	1,625	1,550	1,569	1,471	1,787	1,677	1,764	2,313	2,066											1,083	1,764	2,066

NOTE:　Information covers international applications status progress only.

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

New International Applications Received April 2015 - March 2017   **Registration Department**

	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 YTD
Arts Therapists	0	0	2	2	6	4	1	4	1	1	0	0	0	1											20	21	1
Bio. Scientists	32	28	29	31	56	35	36	31	39	43	30	27	34	37											353	417	71
Chirops/ Pods	5	9	8	8	8	6	2	4	7	3	7	7	9	5											49	74	14
Cl Scientists	9	3	8	9	9	9	9	8	12	9	7	7	9	13											93	99	22
Dietitians	23	22	31	21	21	15	21	21	16	39	29	29	44	26											183	288	70
Hearing aid disps	7	8	3	7	1	1	3	3	2	2	1	3	3	2											31	41	5
OTs	40	42	44	36	39	36	44	40	25	56	47	42	36	32											418	491	68
ODPs	3	1	0	0	3	1	0	0	0	0	3	0	2	2											30	11	4
Orthoptists	0	0	1	0	1	0	0	0	1	0	1	0	4	0											4	4	4
Paramedics	40	40	26	24	28	16	23	49	115	127	41	30	31	44											256	559	75
Physiotherapists	126	108	109	131	126	98	126	139	107	171	177	163	207	150											1,273	1,581	357
Pract psychs	34	37	34	40	39	28	39	32	26	30	21	38	58	31											307	398	89
Prosth/Orthotists	2	0	1	0	1	1	1	2	1	5	2	0	2	0											18	16	2
Radiographers	80	69	57	67	61	59	79	87	74	122	114	86	92	69											662	955	161
Social workers	82	71	58	67	84	65	70	56	43	65	71	15	79	87											681	747	166
SLTs	20	17	25	24	26	19	28	27	15	9	20	59	20	22											230	289	42
Total	503	455	436	467	509	393	482	503	484	682	571	506	630	521											4,608	5,991	1,151
Forecast	360	388	481	512	480	475	533	524	311	539	525	497	602	557	491	572	594	455	623	267	620	892	683	472		5,625	6,828

NOTE: All received applications, including those that may subsequently be returned, rejected or w ithdraw n.

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

Health and Care Professions Council

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International Registrations April 2015 - March 2017

Registration Department

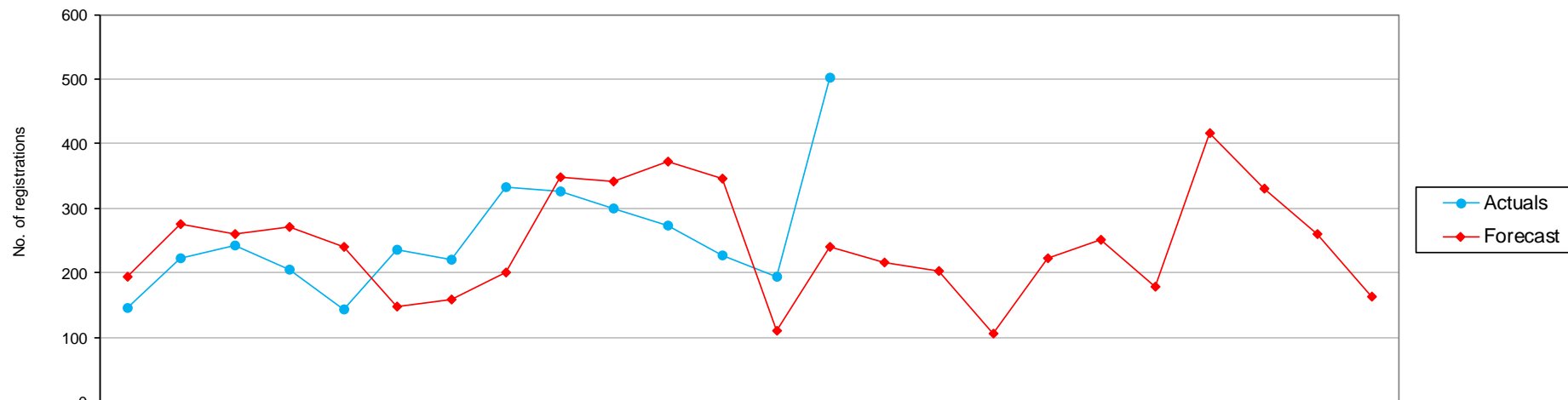|	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 YTD
Arts therapists	0	0	2	0	1	1	0	2	0	0	1	0	0	0											15	7	0
Bio. scientists	10	17	14	15	10	12	13	2	50	26	24	20	22	33											229	213	55
Chirops/ pods	2	5	0	0	4	5	4	6	3	3	3	2	5	4											24	37	9
CI scientists	4	5	2	2	2	0	4	7	2	1	3	2	0	5											45	34	5
Dietitians	2	8	6	12	10	11	10	11	13	6	11	7	6	10											122	107	16
Hearing aid disps	0	1	0	1	2	4	2	5	2	2	2	0	2	0											23	21	2
OTs	17	10	21	14	12	17	11	66	26	17	29	15	25	32											271	255	57
ODPs	0	2	2	0	4	2	0	0	2	0	0	0	1	1											10	12	2
Orthoptists	2	0	0	0	0	0	0	0	0	0	0	0	0	0											3	2	0
Paramedics	28	18	26	18	5	33	8	14	51	100	88	35	22	28											165	424	50
Physiotherapists	18	91	68	63	42	67	62	94	54	65	36	35	10	208											791	695	218
Pract psychs	5	0	24	4	6	12	14	13	14	14	17	7	17	9											150	130	26
Prosth/orthotists	1	0	0	1	1	0	4	1	0	0	0	0	1	0											6	8	1
Radiographers	28	30	39	36	17	39	43	57	19	21	12	84	45	105											390	425	150
Social workers	18	23	23	25	23	27	23	25	72	31	33	11	28	52											391	334	80
SLTs	10	12	15	14	4	5	23	29	18	14	14	9	9	16											155	167	25
Total	145	222	242	205	143	235	221	332	326	300	273	227	193	503											2,790	2,871	696
Forecast	193	275	261	270	240	147	158	201	347	341	372	345	111	240	216	202	106	224	252	179	416	330	259	163		3,150	2,698

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 the Register opened 1 Aug 2012 (covers England only)

Register of visiting European health professionals under EU Directive 2005/36/EC April 2015 - March 2017   **Registration Department**

| | 2015 | | | | | | | 2016 | | | | | | | | 2017 | | | | | | | | | | 14/15 | 15/16 | 16/17 |
	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. of declarations received	70	67	57	56	52	57	77	66	45	50	57	48	49	53											594	702	102
Registered visiting European health professionals	335	316	330	326	330	352	364	383	371	378	368	371	400	393											349	368	393
Forecasted no. of declarations received	51	42	43	47	33	42	55	72	49	68	56	67	60	51	49	53	40	49	65	59	41	65	51	57		625	638
Forcasted no. of registered visiting European health professionals	322	327	331	335	336	336	335	354	357	379	385	390	375	354	370	365	370	394	408	429	416	423	412	416		390	416

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.

European Professional Card (EPC) applications April 2016 - March 2017
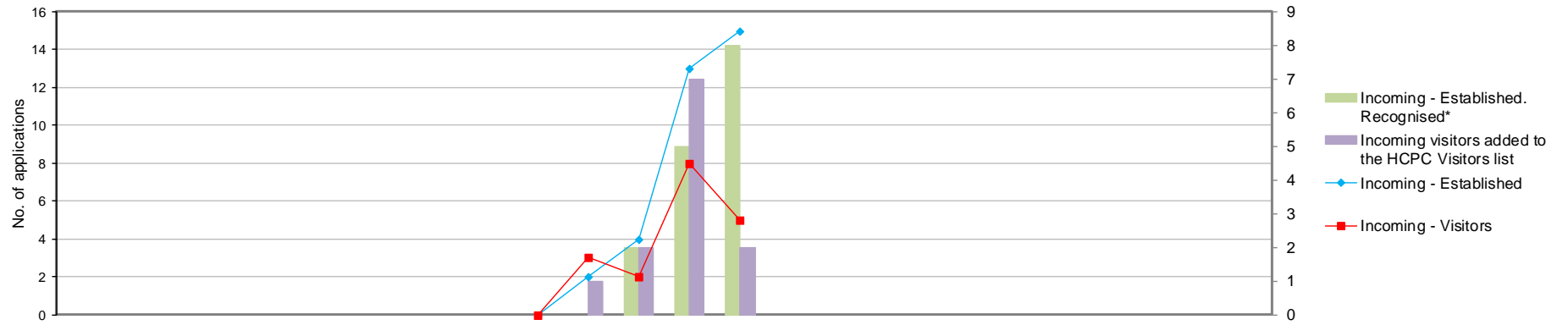
	2015										2016													2017				15/16 FYE	16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Incoming - Established										0	2	4	13	15											6	28
Incoming - Visitors										0	3	2	8	5											5	13
Incoming - Established. Recognised*										0	0	2	5	8											2	13
Incoming visitors added to the HCPC Visitors list										0	1	2	7	2											3	9

NOTE: The European Profssional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016.

   * Applications that have been recognised may not be registered immediately as the registration fee is required. Figure does not include applications w here the decision is a period of adaptation.

Health and Care Professions Council

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European Professional Card (EPC) applications April 2016 - March 2017

	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	15/16 FYE	16/17 YTD
Outgoing - Established										3	4	7	5	5											14	10
Outgoing - Visitors										0	1	1	0	2											2	2
Outgoing - Established. Transferred to member state										0	1	0	8	0											1	8
Outgoing - Visitors. Transferred to member state										0	0	0	1	0											0	1

NOTE: The European Profssional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016.

Registration of an outgoing application is completed by the host member state. The HCPC ensures the application is complete before transferring ownership on.

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Health and Care Professions Council

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UK applications workflow process at end of each month April 2015 - March 2017

Registration Department
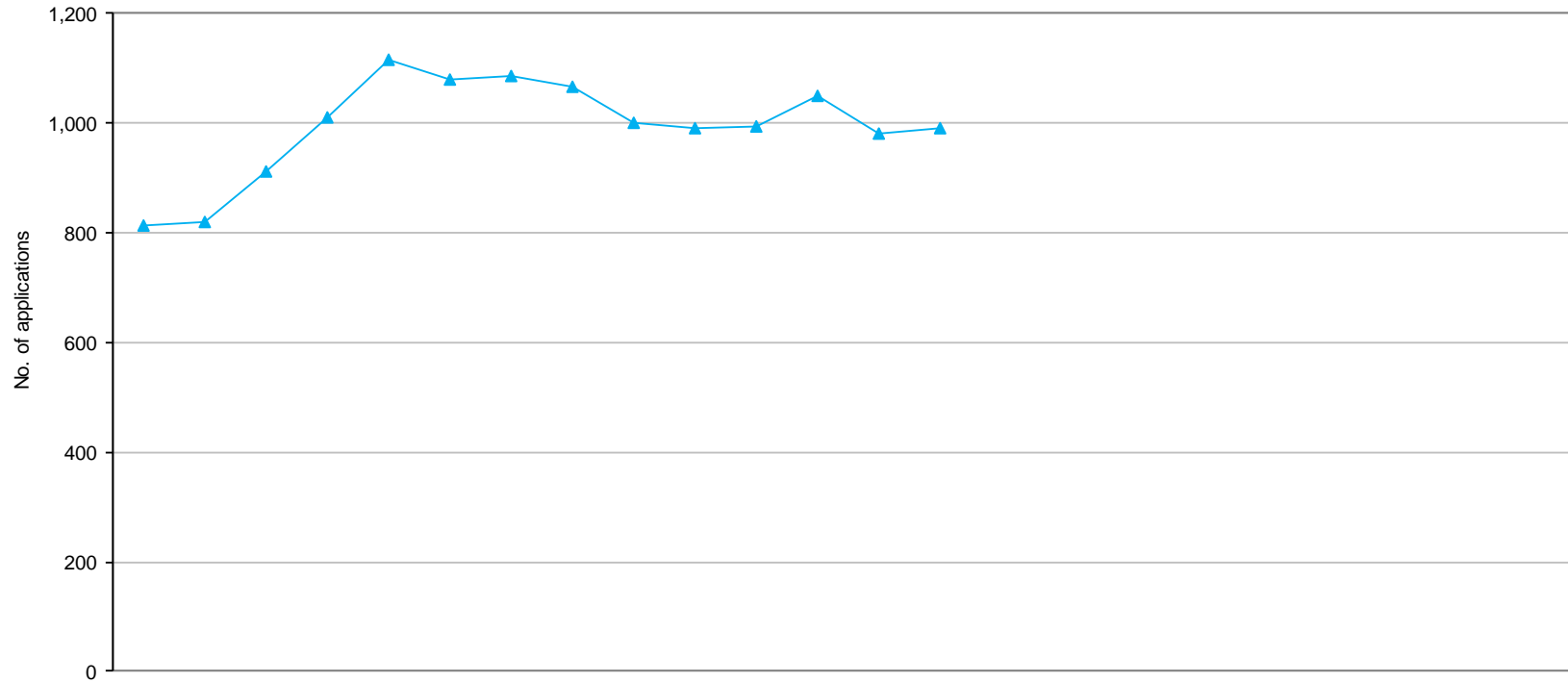
Current status	2015								2016										2017								14/15 FYE	15/16 FYE	16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Minimum info	813	819	912	1,000	1,097	1,075	1,077	1,057	994	986	986	1,041	975	985											802	1,041	985
At scrutiny	0	0	0	1	0	0	3	1	2	1	1	1	1	1											3	1	1
Pending reg fee	1	1	1	9	19	5	6	8	6	5	6	8	6	6											3	8	6
Total	814	820	913	1,010	1,116	1,080	1,086	1,066	1,002	992	993	1,050	982	992											808	1,050	992

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 2015 - March 2017 **Registration Department**
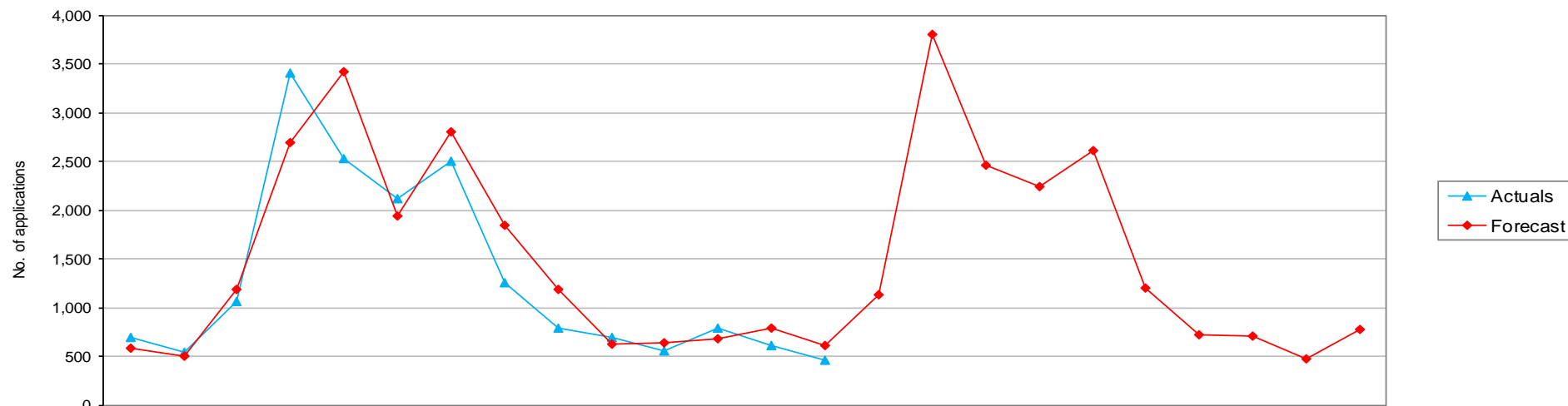

	2015									2016												2017			14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	12	7	10	30	52	46	56	42	13	13	7	16	12	18											340	304	30
Bio. scientists	37	46	53	126	110	86	87	59	69	58	48	61	49	51											848	840	100
Chirops/pods	3	4	50	160	53	39	28	7	4	5	2	5	3	0											393	360	3
Cl Scientists	17	16	10	15	16	17	11	108	32	22	17	22	28	14											377	303	42
Dietitians	33	13	48	153	82	38	20	8	3	9	4	17	35	13											400	428	48
Hearing aid disps	10	6	12	34	50	32	28	11	31	26	18	20	16	7											234	278	23
OTs	66	40	62	419	329	164	259	93	46	57	47	81	43	30											1,733	1,663	73
ODPs	31	22	23	48	128	196	153	19	27	10	7	15	39	13											641	679	52
Orthoptists	0	0	1	12	33	8	5	2	1	0	0	1	0	0											72	63	0
Paramedics	65	40	102	116	174	296	229	86	78	56	81	112	85	59											1,173	1,435	144
Physiotherapists	36	27	118	752	341	156	140	83	56	47	54	71	30	22											1,875	1,881	52
Pract psychs	50	37	47	54	35	139	387	104	63	60	39	59	36	36											1,077	1,074	72
Prosth/orthotists	0	0	8	29	5	5	3	1	0	0	0	0	1	0											55	51	1
Radiographers	18	35	298	570	190	107	79	24	16	16	10	34	14	35											1,438	1,397	49
Social workers	303	237	191	699	777	685	902	563	330	271	184	232	203	143											5,695	5,374	346
SLTs	17	7	25	183	148	104	108	44	22	46	33	43	19	21											814	780	40
Total	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791	696	551	789	613	462											17,165	16,910	1,075
Forecast	578	494	1,181	2,696	3,412	1,935	2,808	1,838	1,184	618	635	679	790	608	1,124	3,803	2,453	2,235	2,612	1,196	716	705	478	775		18,058	17,495

NOTE: Forecast is based on the average number of UK applications received each month from 10/11 - 15/16, normalised against the latest monthly actuals available.

Social worker section of the Register opened 1 Aug 2012 (covers England only).
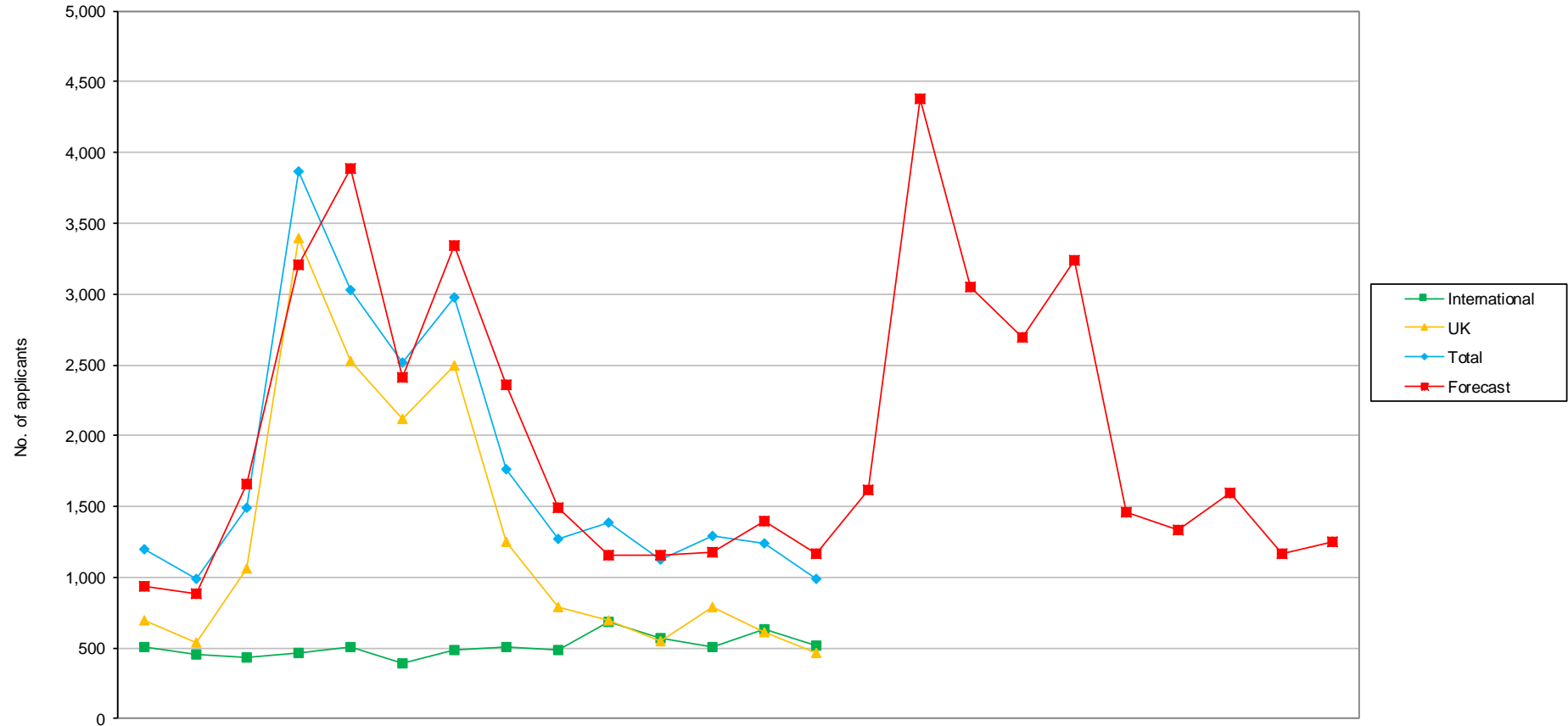
New UK Registrations April 2015 - March 2017

	2015									2016													2017			14/15	15/16	16/17
	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	13	8	5	23	44	43	59	35	20	16	8	13	14	16											329	287	30
Bio. scientists	41	40	39	114	92	93	78	51	74	47	53	53	49	40											732	775	89
Chirops/pods	5	3	34	156	54	43	32	12	7	4	2	4	6	0											376	356	6
CI Scientists	17	15	9	13	19	11	14	94	37	20	17	19	26	13											363	285	39
Dietitians	36	13	34	144	89	42	27	8	3	6	6	11	34	7											398	419	41
Hearing aid disps	14	7	10	27	45	32	28	11	33	28	18	18	15	5											222	271	20
OTs	73	32	33	413	313	186	255	94	57	58	49	79	51	25											1,701	1,642	76
ODPs	31	9	34	38	103	190	173	29	25	15	5	21	35	14											630	673	49
Orthoptists	0	0	1	6	35	11	3	4	2	0	0	0	0	1											69	62	1
Paramedics	74	38	95	95	136	325	225	109	76	35	83	107	108	44											1,137	1,398	152
Physiotherapists	38	15	77	686	378	189	154	84	50	52	44	73	38	17											1,830	1,840	55
Pract psychs	45	40	37	52	31	126	382	105	63	59	37	50	43	35											1,051	1,027	78
Prosth/orthotists	0	0	5	28	7	6	1	3	0	0	0	0	0	0											55	50	0
Radiographers	12	12	182	630	225	113	84	33	18	18	11	28	18	9											1,420	1,366	27
Social workers	301	247	176	573	744	697	908	536	399	297	166	195	229	136											5,576	5,239	365
SLTs	27	8	13	167	158	111	104	49	28	29	49	35	27	19											793	778	46
Total	727	487	784	3,165	2,473	2,218	2,527	1,257	892	684	548	706	693	381											16,682	16,468	1,074
Forecast	898	480	814	2,282	3,101	1,973	2,206	2,125	1,344	687	637	667	741	588	1,043	3,760	2,311	2,205	2,470	1,131	759	601	496	770		17,214	16,875

NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 15/16, normalised against the latest monthly actuals available.

Social worker section of the Register opened 1 Aug 2012 (covers England only).

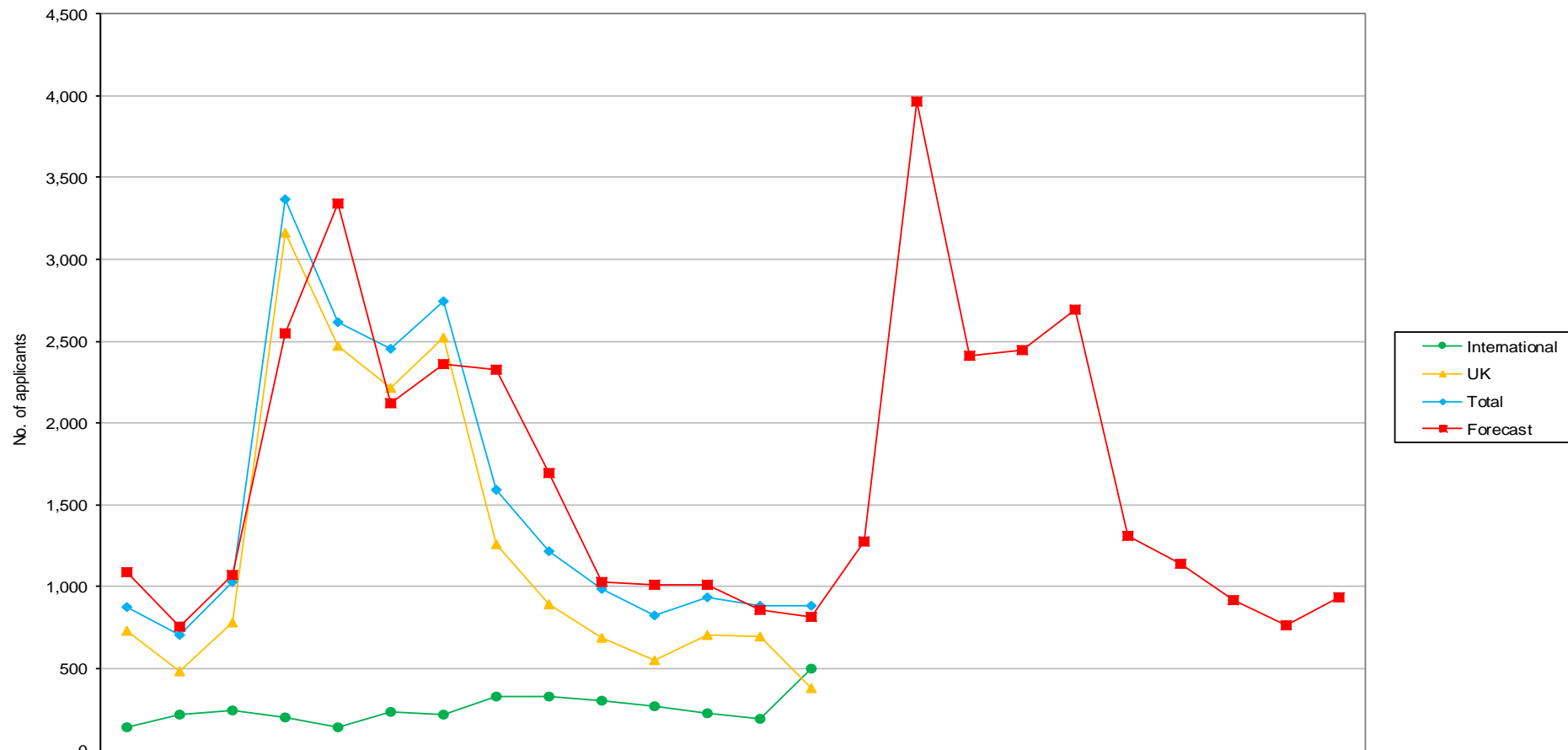**Application Types Received April 2015 - March 2017**

Apps Received	2015						2016							2017												14/15 FYE	15/16 FYE	16/17 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	0	0	0	0	0											2	0	0
International	503	455	436	467	509	393	482	503	484	682	571	506	630	521											4,608	5,991	1,151
UK	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791	696	551	789	613	462											17,165	16,910	1,075
Total	1,201	992	1,494	3,867	3,032	2,511	2,977	1,757	1,275	1,381	1,122	1,295	1,243	983											21,775	22,901	2,226
Forecast	938	882	1,662	3,208	3,892	2,410	3,341	2,362	1,495	1,157	1,160	1,176	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,597	1,161	1,247		23,683	24,323

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.
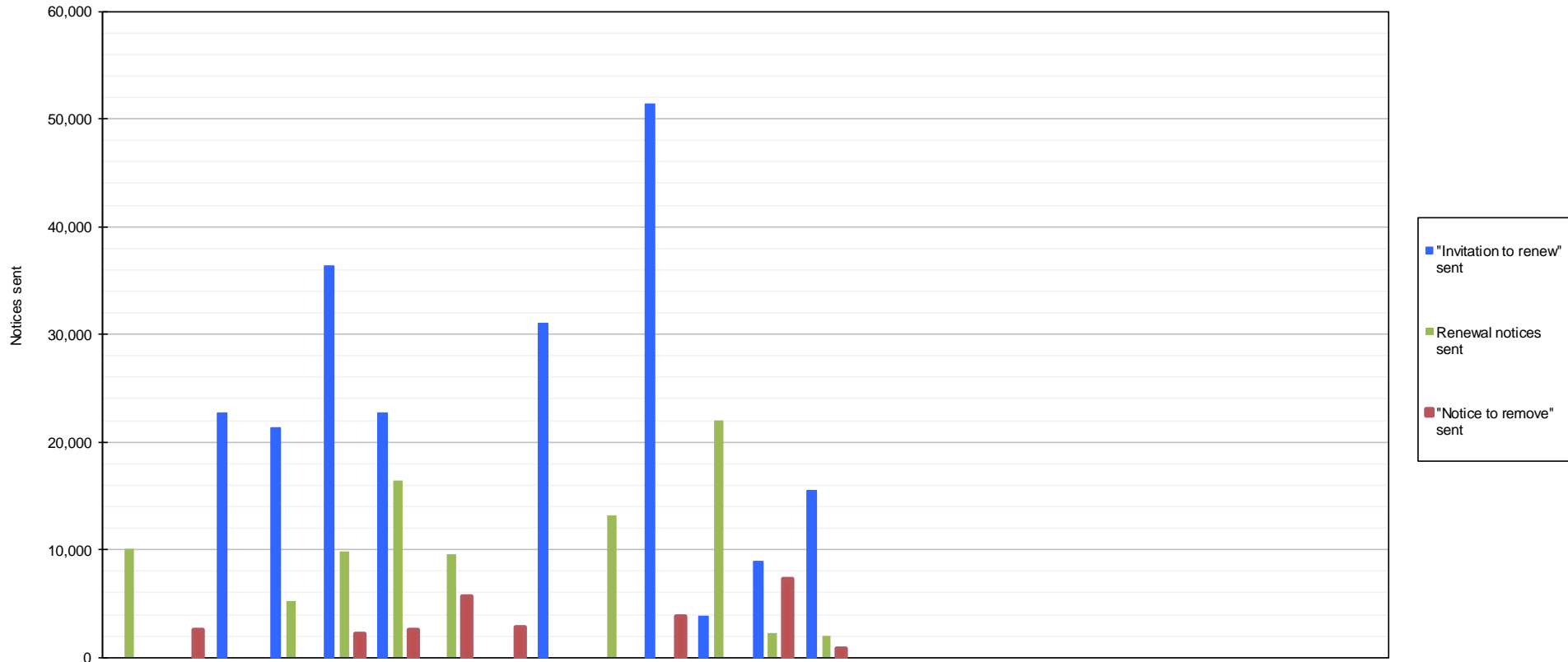
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Health and Care Professions Council

Operations Directorate

New Registrants April 2015 - March 2017

Registration Department

	2015							**2016**														**2017**			**14/15**	**15/16**	**16/17**
	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	0	0	0	0	0	1	0	0	0	0	0	0	0	0											3	1	0
International	145	222	242	205	143	235	221	332	326	300	273	227	193	503											2,790	2,871	696
UK	727	487	784	3,165	2,473	2,218	2,527	1,257	892	684	548	706	693	381											16,682	16,468	1,074
Total	872	709	1,026	3,370	2,616	2,454	2,748	1,589	1,218	984	821	933	886	884											19,475	19,340	1,770
Forecast	1,091	755	1,075	2,552	3,341	2,120	2,364	2,326	1,691	1,028	1,009	1,012	859	819	1,279	3,964	2,415	2,446	2,692	1,312	1,137	914	768	935		20,364	19,540

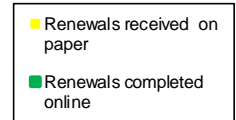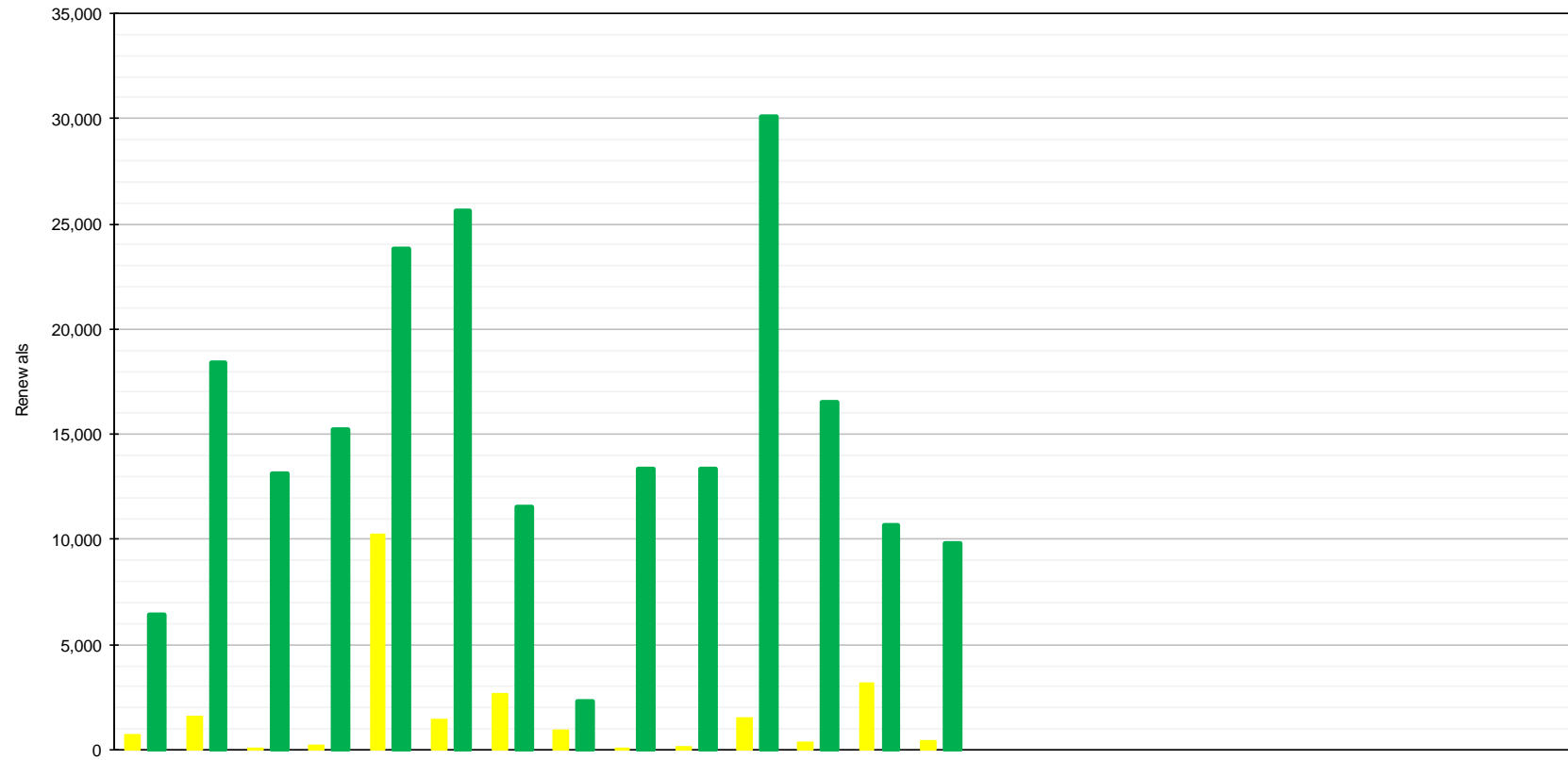NOTE: Forecast is the combined forecast of international applications received and UK applications registered.

	2015									2016													2017						14/15	15/16	16/17
	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	0	0	22,645	21,310	36,381	22,667	0	0	30,966	0	51,333	3,853	8,916	15,448																146,403	189,155	24,364
Renewal notices sent	10,146	0	0	5,213	9,842	16,452	9,570	0	0	13,214	0	21,949	2,301	2,049																68,518	86,386	4,350
"Notice to remove" sent	0	2,585	0	0	2,141	2,523	5,643	2,840	0	0	3,857	0	7,279	851																28,241	19,589	8,130
Total	10,146	2,585	22,645	26,523	48,364	41,642	15,213	2,840	30,966	13,214	55,190	25,802	18,496	18,348																243,162	295,130	36,844

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Health and Care Professions Council

Operations Directorate

Renewal Information - on paper and online April 2015 - March 2017

	2015									2016											2017					14/15	15/16	16/17
	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	696	1,627	23	188	10,260	1,467	2,697	969	52	180	1,517	398	3,148	415												16,317	20,074	3,563
Renewals completed online	6,411	18,415	13,159	15,252	23,791	25,630	11,522	2,289	13,362	13,362	30,070	16,501	10,709	9,834												155,664	189,764	20,543
Registrants removed	0	0	658	0	0	440	762	1,250	812	0	0	848	0	1,498												3,769	4,770	1,498
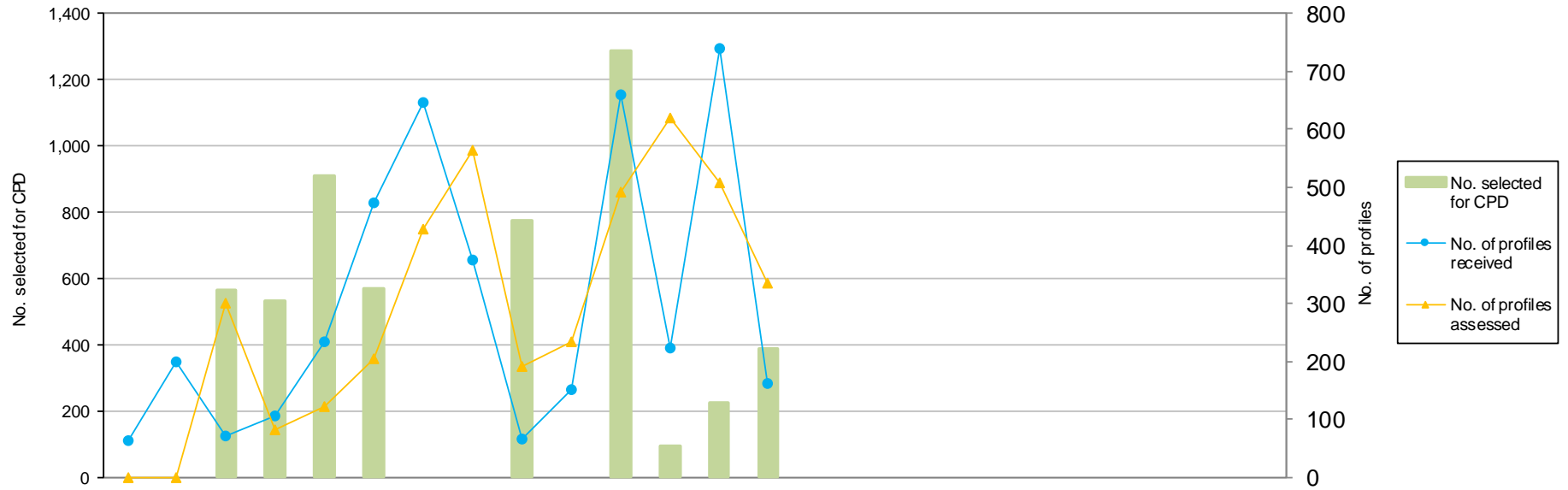
	2015								2016						2017										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No. selected for CPD	0	0	566	533	911	568	0	0	777	0	1,286	96	223	387										
No. of profiles received	62	198	70	106	233	474	647	375	65	150	659	223	740	161										
No. of profiles assessed	0	0	299	82	122	205	427	564	190	235	492	621	509	335										

	14/15 FYE	15/16 FYE	16/17 YTD
No. selected for CPD	3,680	4,737	610
No. of profiles received	4,335	3,262	901
No. of profiles assessed	2,239	3,237	844

Registration Telephone Information April 2015 - March 2017   **Registration Department**

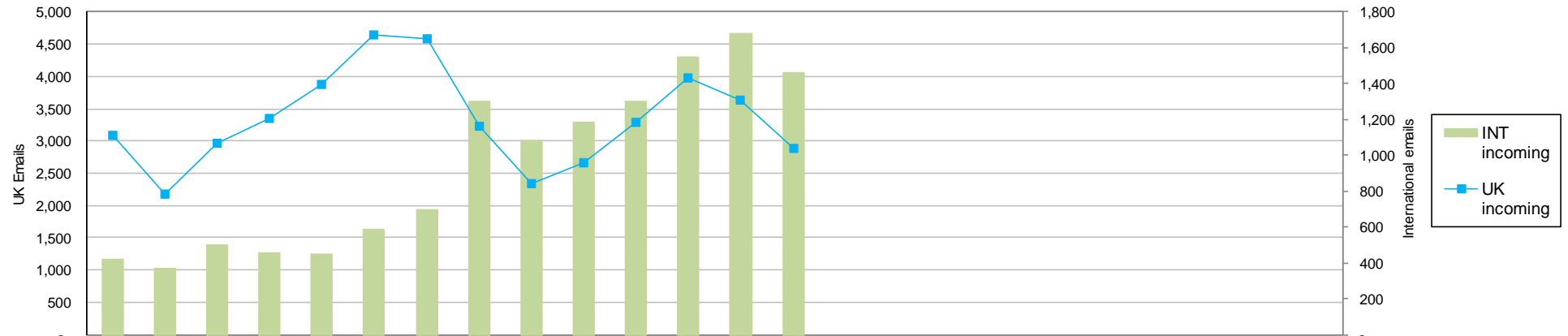|	2015									2016											2017				14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Intl & GP																											
Intl & GP received	579	595	578	637	527	661	865	799	616	853	822	879	845	742											7,876	8,411	1,587
Answered	575	595	576	634	523	659	859	798	609	853	817	682	840	702											7,560	8,180	1,542
Calls answered (%)	99	100	100	98	99	100	99	99	99	100	99	98	99	95											96	99	97
Abandoned	4	0	2	3	4	2	6	1	7	0	5	17	5	40											321	51	45
Avg answer time (sec)	22	17	17	27	31	30	29	26	37	23	32	51	50	44											27	29	47
Avg talk time (min)	4.12	3.59	3.40	3.45	3.58	3.58	4.03	4.03	3.58	4.10	4.03	4.18	4.11	3.56											3.67	3.81	3.84
UK																											
UK received	8,198	6,942	8,230	11,541	12,741	16,504	15,586	10,147	6,869	10,682	11,669	11,328	13,622	10,730											141,542	130,437	24,352
Answered	8,078	6,880	8,103	11,263	12,074	15,737	14,850	9,989	6,794	10,570	11,382	11,643	12,380	9,752											134,368	127,363	22,132
Calls answered (%)	99	99	98	98	96	95	95	98	99	99	98	95	91	91											96	97	91
Abandoned	120	62	127	278	497	522	736	158	75	112	287	547	1,242	978											7,112	3,521	2,220
Avg answer time (sec)	43	35	30	46	87	115	124	55	44	41	77	127	169	182											42	69	176
Avg talk time (min)	3.07	3.21	3.03	3.02	3.05	3.15	3.12	3.21	3.11	3.03	3.16	3.21	3.20	3.31											3.07	3.11	3.26
Forecasted INT & GP re	597	665	665	639	636	661	732	733	471	774	716	691	751	669	941	734	1,030	1,063	1,224	886	746	1,133	963	1,009		7,980	11149
Forecasted UK received	6620	8241	7352	9405	12180	14073	14139	9176	6010	9263	10775	9543	11494	8542	10439	10761	8483	22869	29142	22015	7911	8481	6833	9417		116,777	156387

NOTE: Forecast is based on registration cycles, using the average figures between 12/13 and 14/15, normalised against the latest monthly actuals available.

Health and Care Professions Council

Operations Directorate

UK and international emails received at end of each month April 2015 - March 2017

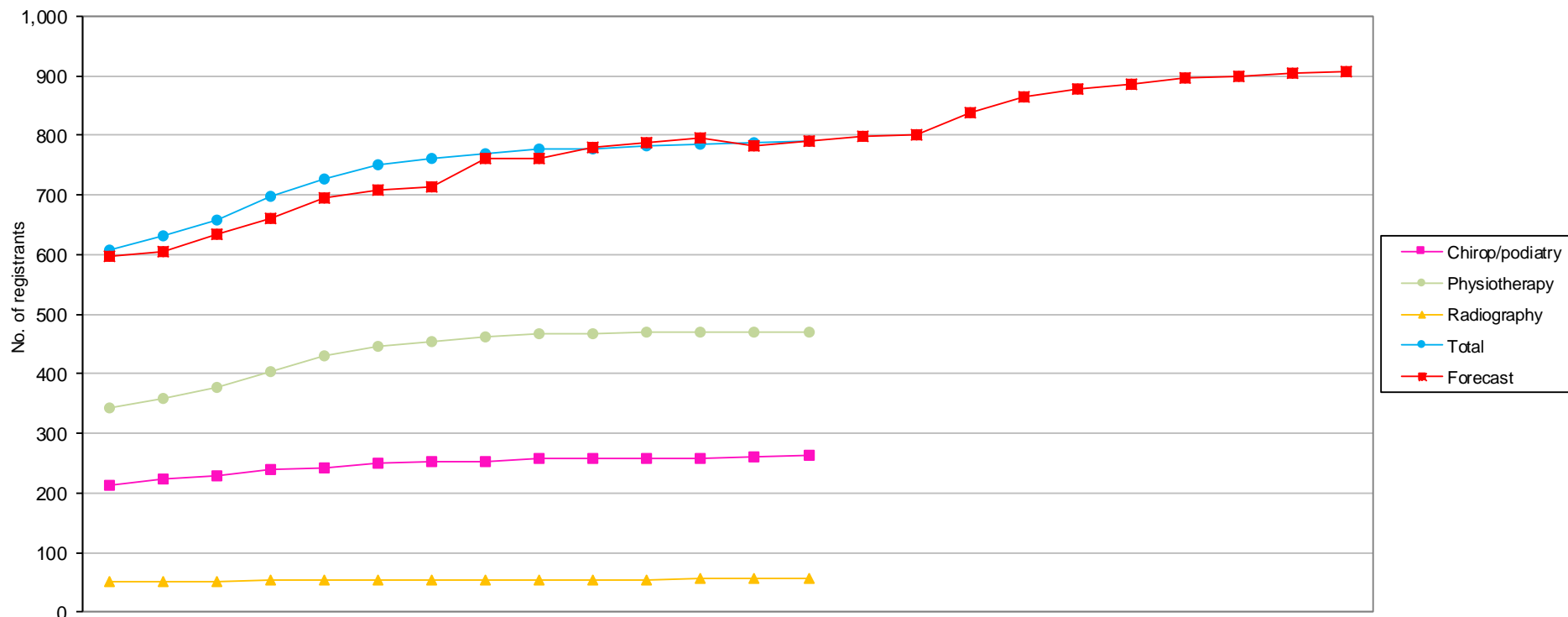|	2015 Apr	May	Jun	Jul	Aug	Sep	Oct	2016 Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 YTD
UK incoming	3,090	2,184	2,968	3,344	3,884	4,637	4,574	3,226	2,333	2,668	3,279	3,970	3,624	2,875											38,065	40,157	6,499
INT incoming	419	369	499	458	448	587	693	1,298	1,082	1,184	1,301	1,548	1,676	1,463											4,456	9,886	3,139
Average working days	1	1	1	1	1	1	2	1	1	1	2	2														1	
Avg working days UK													1	1													1
Avg working days INT													2	2													2
Total incoming	3,509	2,553	3,467	3,802	4,332	5,224	5,267	4,524	3,415	3,852	4,580	5,518	5,300	4,338											42,521	50,043	9,638

Health and Care Professions Council

Operations Directorate

Number of registrants with supplementary prescribing rights April 2015- March 2017

Registration Department

|	2015								2016														2017			14/15	15/16	16/17
	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	213	223	228	240	243	251	252	253	257	257	258	259	261	262												208	259	262
Physiotherapy	344	358	377	404	430	445	455	461	466	466	469	469	470	471												334	469	471
Radiography	50	51	52	54	54	54	54	55	55	55	55	57	57	57												49	57	57
Total	607	632	657	698	727	750	761	769	778	778	782	785	788	790												591	785	790
Forecast	597	604	634	661	695	709	714	761	761	781	787	796	783	791	798	802	839	865	878	886	896	900	904	907			796	791

NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 15/16, normalised against the latest monthly actuals available .
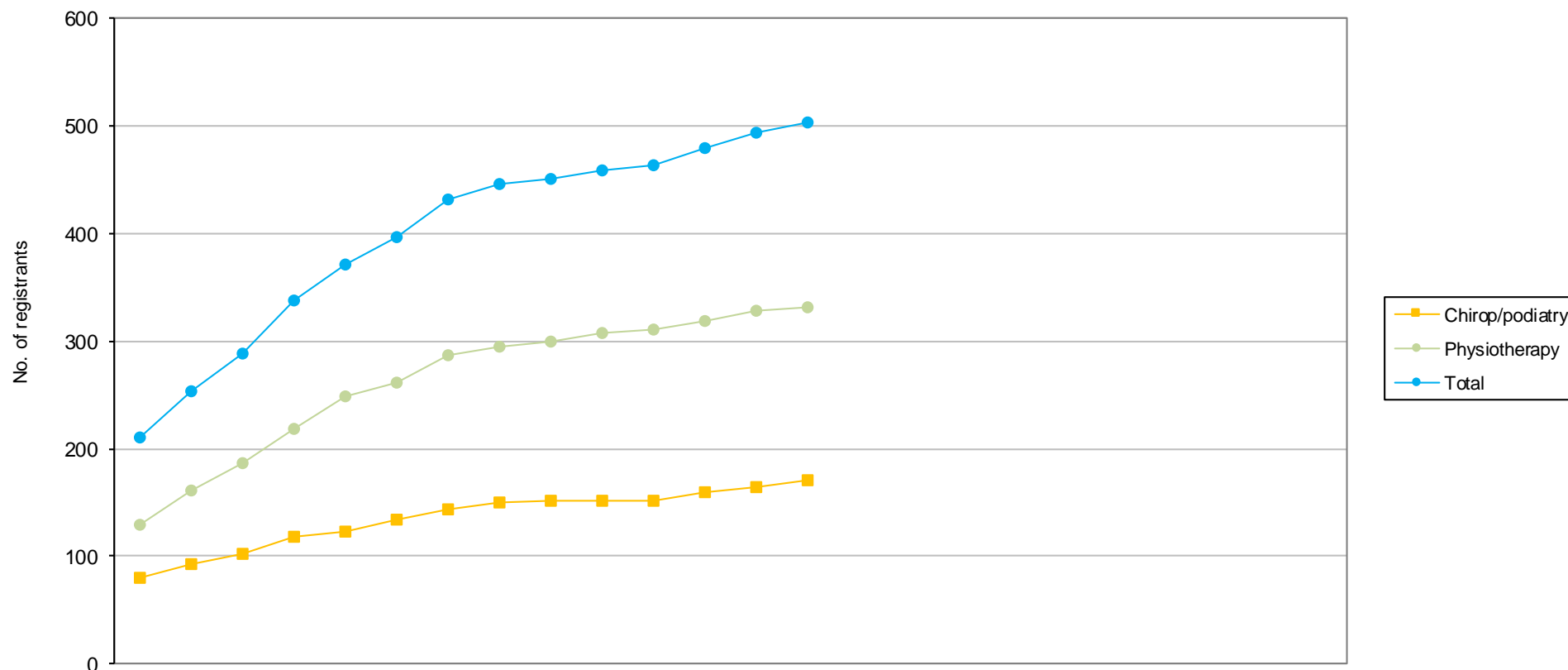
Health and Care Professions Council

Operations Directorate

Number of registrants with independent prescribing rights April 2015 - March 2017

Registration Department

	2015									**2016**								**2017**												14/15	15/16	16/17
	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	80	92	102	119	123	134	144	150	151	151	152	160	165	171																71	160	171
Physiotherapy	130	161	187	219	248	262	287	295	300	307	311	319	328	332																113	319	332
Total	210	253	289	338	371	396	431	445	451	458	463	479	493	503																184	479	503

NOTE: Independent prescribing programmes were approved from August 2013, with the first applications being received in June 2014.

Health and Care Professions Council

Registration Appeals Received April 2016 - March 2017
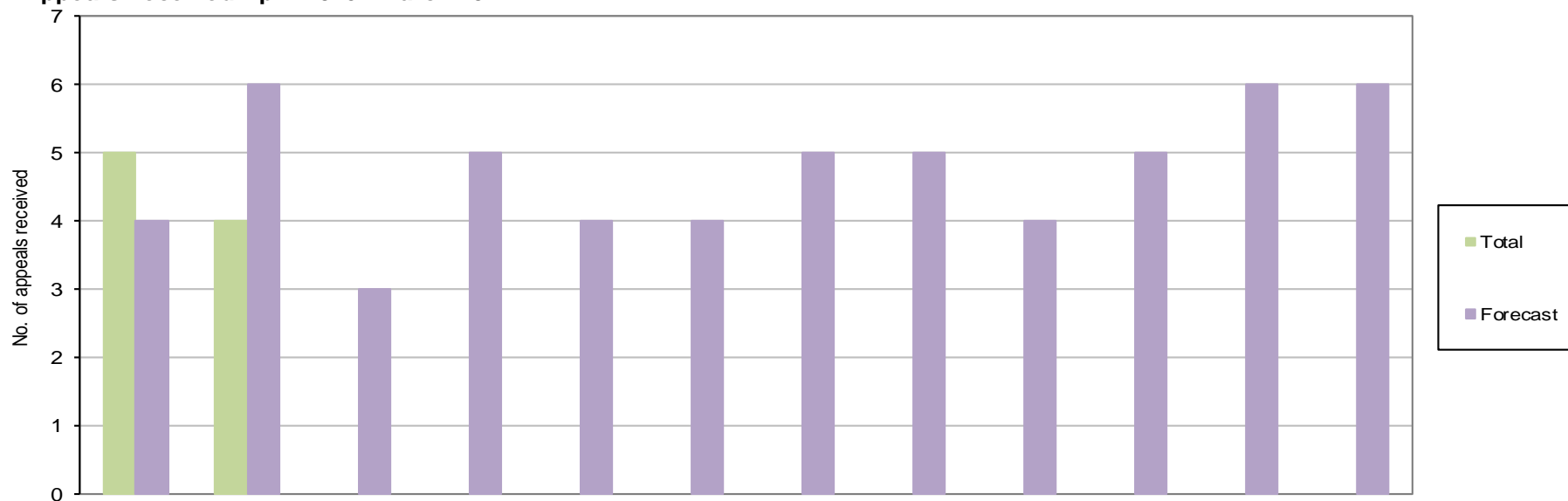
	2016									2017			16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
EMR (1)	4	2											6
Non-EMR (2)	1	2											3
Visitors (3)	0	0											0
UK (4)	0	0											0
Returners to practice (5)	0	0											0
CPD (6)	0	0											0
Health and Character declarations (7)	0	0											0
Total	5	4											9
Forecast	4	6	3	5	4	4	5	5	4	5	6	6	TBC

NOTE: Forecast is based on the average number of appeals received from 03/04 to 14/15, and will be reviewed every 2 months.

1 International applications with European Mutual Recognition (EMR) rights.
2 International applications without EMR rights.
3 Delcarations to be on the Register of visiting health professionals.
4 UK applications for registration.
5 Applications for readmission to the Register.
6 Continuing Professional Development profiles.
7 Any application where a positive declaration has been made by the applicant for health and character.

Registration Appeal Decisions April 2016 - March 2017
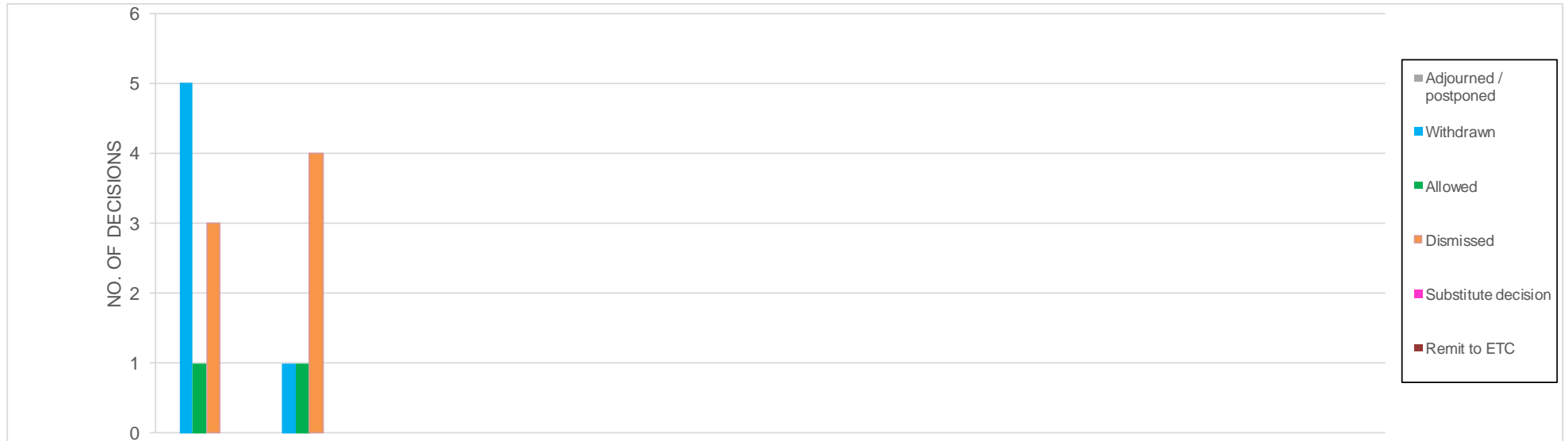
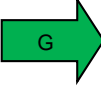|	2016									2017			16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Adjourned / postponed	0	0											0
Withdrawn	5	1											6
Allowed	1	1											2
Dismissed	3	4											7
Substitute decision	0	0											0
Remit to ETC	0	0											0
Hearings held	4	5											9

Registration Appeals Status April 2016 - March 2017
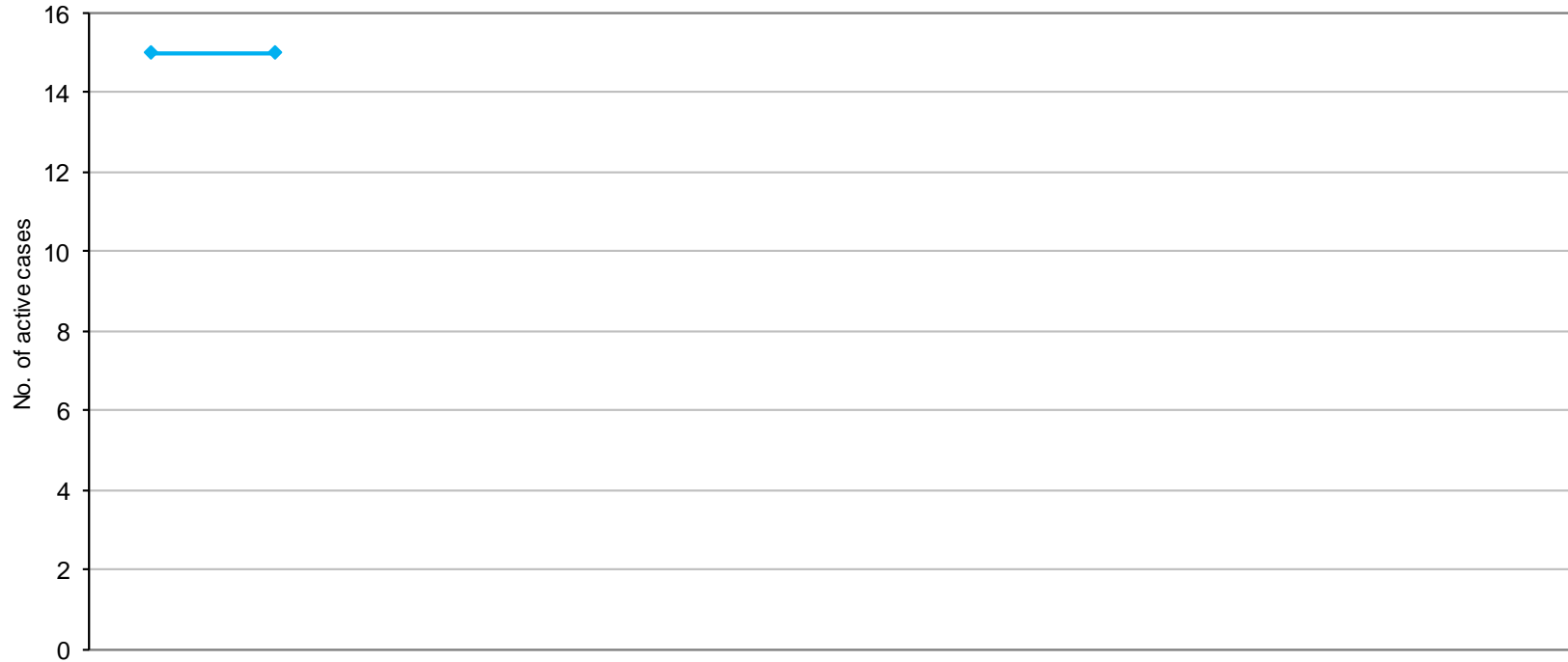
	2016									2017			16/17
	Apr	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Hearings scheduled	9	4											13
Awaiting scheduling	5	10											15
Awaiting further information	1	1											2
Current active cases	15	15											15

NOTE: Information covers registration appeals status progress only.

Represents the current workload within the appeals section as at the end of the month.
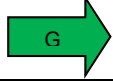
3.   Project Management Commentary

Project Number	Project Name	Project Board	Project Status	
MP64	Education System Build	Project sponsor: Brendon Edmonds Project lead: Matt Nelson	Previous A	Current R
Project Description				
Implementation of the recommendations made during the Education systems and process review project previously undertaken				

Project Scope	Status update
Implementation of a new IT system comprising of a combined Microsoft Dynamics and Sharepoint solution, which will replace all current systems in use within the Education Department; Development and implementation of a full Education data model which is fully supported within the new system, a suite of reporting functions and revised operational business processes; Maximisation of new technology to provide automation within data and business processes; Training of end users and IT employees to enable effective use of the new system and business processes, to enable management and administration of the system and to enable development of the system; Review of the Department structure, teams and roles to align with the new system and business processes	▪ Both the main system and the additional post go-live functionality have gone live and are in use within the department ▪ The tool to allow the integration between the Education system and the Net Regulate system has been deployed into the live environment. However issues were identified during go-live testing, therefore the integration has not yet been completed. ▪ The website integration has found issues during user acceptance testing which are currently being investigated. ▪ An exception report was presented to EMT in May and an additional three months were authorised.

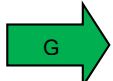| Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,098,117	£1,055,654	December 2012	At Initiation: April 2015 Sept 2014 Exception report : Oct 2015 Oct 2015 Exception report: Jan 2016 Jan 2016 Exception report: May 2016 May 2016 Exception report: Aug 2016	

Health and Care Professions Council   **Operations Directorate**
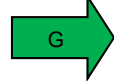
Project Number	Project Name		Project Board	Project Status	
MP 78	HR and Partners systems build		Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous R	Current G
Project Description					
Build of an HR and Partners system.					
Project Scope			**Status update**		
- Implementing improved processes 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 on this project has been split into two parts – the development of the HR system and the development of the Partners system. - The development of the HR system and data clean-up is complete. Testing will commence in August. - The inclusion of the payroll functionality in the HR system is underway. - The development work on the Partners system commenced in February and testing will commence after the summer. - Work on the integration of the Partners system with the Education and FTP case management systems are underway.		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At initiation: £644,178		£ 194,303	November 2014	At initiation: June 2016 Feb 2016 Exception report: Dec 2016	

Project Number	Project Name		Project Board	Project Status	
MP81	Professional Qualifications Directive		Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous R	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.			- Processes and procedures have generally been amended in anticipation of the publication of the legislation. - One process is unable to be finalised until the legislation has been published. It is anticipated that this will be published in mid-September. - The project has been put on hold until August 2016 when it is anticipated that the legislation will have been laid.		
Project Budget History	**Committed spend**		**Date of Initiation**	**Project End Date History**	
At Initiation: £39,100	£913		May 2015	At Initiation: March 2016 May 2016 Exception report: October 2016	

Project Number	Project Name	Project Board	Project Status	
MP85	Registrations Transformation and Improvement project	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous G	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 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	- High level design principles have been defined. - The procurement process has completed through the G-Cloud and a supplier has been engaged. - The architectural design for the system has been signed off. - Work on the user screens and business logic continues. - Development will continue throughout spring and summer and we anticipate undertaking testing towards the end of the calendar year.

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
At Initiation: £ 3,983,580	£ 166,320	August 2015	At Initiation: May 2020

Health and Care Professions Council   **Operations Directorate**

Project Number	Project Name		Project Board	Project Status	
MP87	PCI / DSS		Project sponsor: Marc Seale Project lead: Andy Gillies	Previous G	Current R
Project Description					
The PCI / DSS project will undertake and audit to assess our processes around card payment and will implement any recommendations from the audit.					
Project Scope			**Status update**		
Phase 1 ▪ Appoint a Qualified Security Assessor (QSA) to commission a report suggesting implementation strategies HCPC can employ to meet the baseline Payment Card Industry compliance. Following this will be remediation processes to improve compliance. ▪ Validation of a Self-Assessment Questionnaire (SAQ) by PCI consultant after strategies have been implemented. **Phase 2** ▪ Remediated network configuration (if necessary) and possibly re-engaging the QSA to commission a follow-up Report on Compliance confirming HCPC's compliance with the Standard.			▪ The audit report has been received and the scope of the recommendations is being clarified with the auditor. ▪ It is anticipated that it will require until the end of December for the recommendations to be implemented. ▪ An exception report was presented in May and an additional 7 months was authorised.		
Project Budget History	**Committed spend**		**Date of Initiation**	**Project End Date History**	
At Initiation: £75,000	£2,306		February 2016	At Initiation: May 2016 May 16 Exception report: December 2016	

Health and Care Professions Council   **Operations Directorate**

Project Number	Project Name		Project Board	Project Status	
MP86	Establishing the new tribunal service project		Project sponsor: Kelly Holder Project lead: Zoe Maguire	Previous G	Current G
Project Description					
The project will establish the Health and Care Professions Tribunal Service (HCPTS).					
Project Scope			**Status update**		
- New Corporate identity for the Health and Care Professions Tribunal Service (HCPTS) - Recruitment and establishment of the proposed Tribunal Advisory Committee (TAC) - Documented policies and agreements for the new tribunal service including:- - An Operational Framework Agreement - Fitness to Practise Operating Protocol - Revised Internal Guidance documents including FOGs and Policies - Revisions to existing Practice Notes - HCPTS website separate to the HCPC website. - HCPTS stationery and letterhead - New bilingual brochure introducing HCPTS - Updates to the existing FTP Case Management system to reflect the new tribunal service - Changes to the HCPC website to remove information and search facilities that are now provided by the HCPTS website - Revised 'Information for Witnesses' brochure to reflect the new tribunal service			A project has been initiated to examine the possibility of setting up the Health and Care Professions Tribunal Service. Papers will be presented to Council in consideration of the HCPC's approach in this area at this meeting.		
Project Budget History		**Committed spend**	**Date of Initiation**	**Project End Date History**	
At Initiation: £178,255 (subject to Council approval)		-	February 2016	At Initiation: April 2017 (subject to Council approval)	

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
HCPC website review and build project	A project to review our requirements for our website and to undertake a design and build piece of work to ensure that these requirements are being met.
FTP Case management system review	A project to review our requirements for the FTP case management system.

4. Business Process Improvement Commentary

4.1 Quality Management System Changes and Audits

The ISO 9001:2015 Quality Management System Standard was released in September 2015. The new version of the standard is more risk focused, and Preventive Action part of the standard has been removed. The different clauses more closely align with the ISO27001 standard, and all new standards should follow the same overall organisation

The ISO27001 and ISO10002 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 ISO10002 and ISO27001 audits simultaneously. This is probably several years off.

ISO9001 clause	RISK Based Audit from January 2008 onwards	January	February	March	April	May	June	July	August	September	October	November	December
		2016											**2016**
	Chief Executive & Registrar's Dept												
	Registrations - R Houghton		IARA	BPI							BSI - 9001		
	Renewals/Readmission			BPI							BSI - 9001		
	UK			BPI							BSI - 9001		
7.5.3	International Registrations			BPI →							BSI - 9001		
	EEA			BPI →							BSI - 9001		
7.5.3	CPD			BPI							BSI - 9001		
	Operations			BPI							BSI - 9001		
	Quality Assurance			BPI							BSI - 9001		
	Education - A Gorringe		IARA				BPI						
7.5.2	Operations NNIW						BPI						
	Operations SES						BPI						
	Communications & Development						BPI						
	Quality Assurance						BPI						
	Policy & Development						BPI						
	Secretariat - (L Lake:Mat Lv)		BSI - Stage 1: 10002	BSI - Stage 2: 10002				BPI			BSI - 9001		
	(J.Ladds) Customer Services ISO10002	Blackmores	Blackmores	BSI - Stage 2: 10002				BPI			BSI - 9001		
	(K Holder) Information Governance							BPI			BSI - 9001		
	(K Holder) Council Processes							BPI			BSI - 9001		
6.3	**Fitness to Practise- Kelly Holder**												
	Adjudication									BPI			
	Administration									BPI			
	Assurance & Development/Compliance			BPI									
	Case Support		BPI										
	Case Teams 1-5		BPI										
	Case Teams 6(ICP Pilot)-7		BPI										
	Investigations		BPI										
4.2.3	**Policy - M Guthrie**					BPI							
4.2.4	& Dept Info Sec					BPI							

Ref	Area	1	2	3	4	5	6	7	8	9	10
	Communications -J Ladds							(pink)			BSI - 9001
	Social Media					BPI		(pink)			BSI - 9001
	Stakeholders		BPI					(pink)			BSI - 9001
	Publishing		BPI					(pink)			BSI - 9001
	Web & Digital					BPI		(pink)			BSI - 9001
	Internal Comms		BPI					(pink)			BSI - 9001
	Events					BPI		(pink)			BSI - 9001
8.2.1	**Quality- Business Proc Improv**			BSI - Stage 2: 10002	BSI - 9001 & 27001			(pink)			
5.5.3	R Dunn / K Birtwistle			BSI - Stage 2: 10002	BSI - 9001 & 27001			(pink)			
	ISMS				BSI - 9001 & 27001			(pink)			
	QMS				BSI - 9001 & 27001			(pink)			
	Risk Register (BPI)		BPI		BSI - 9001 & 27001			(pink)			
	R Dunn		BPI		BSI - 9001			(pink)			
8.2.1	**Human Resources – Employees**			IARA	BSI - 27001			(pink)		BPI	
	Teresa Haskins				BSI - 27001			(pink)		BPI	
	Human Resources – Partners		BPI	IARA				(pink)			
6.2	Fiona Palmer		BPI					(pink)			
	Facilities/Infrastructure	IARA		IT GOV	BSI - 9001			(pink)		BPI	
6.2.2	Interim Manager - Rob Pope			IT GOV	BSI - 9001			(pink)		BPI	
	Information Technology			IT GOV	BSI - 27001			(pink)			
6.3	Infrastructure			IT GOV	BSI - 27001			(pink)			
	Service Support			IT GOV	BSI - 27001			(pink)			
7.3 & 7.5.4	**Finance- A Gillies**	IARA-DC	BPI	IARA	BSI - 9001			(pink)			
	Invoicing & Purchase Ledger		BPI		BSI - 9001			(pink)			
	Management Accounts		BPI		BSI - 9001			(pink)			
7.3.7 / 7.3	Procurement		BPI		BSI - 9001			(pink)			
	Transactions		BPI		BSI - 9001			(pink)			
6.3	**Project Management**	IARA						(pink)		BPI	
	Claire Reed							(pink)		BPI	

	RISK Based Audit from January 2008 onwards	January	February	March	April	May	June	July	August	September	October	November	December
	2016												**2016**
	Disaster Recovery / BCM	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner						BPI	
7.4.2 / 7.4	EMT/CDT	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner						BPI	
	COUNCIL, CER / EMT		BPI	IT GOV	BSI - 9001								
	DeepStore Archive					BPI							
	Europa QP Printers												
	ServicePoint Scan & Copy												
7.5.5	**Eventsforce Events sign up online**												
	Other suppliers												
	ISMS Policy area A5.1-5.1.2 [BPI / CER/ EMT]			IT GOV	BSI - 27001								
	ISMS Roles area A6.1-6.1.5 [BPI & EMT]			IT GOV	BSI - 27001								
	ISMS HR & Responsibility A7-7.3.1 [HR & IT]			IT GOV	BSI - 27001								
	ISMS Assets & Handling A8-8.3.3 [BPI & IT]			IT GOV	BSI - 27001								
	ISMS Access Control A9-9.4.5 [IT & HR]			IT GOV	BSI - 27001								
	ISMS Cryptography A10 - 10.1.2 [IT]				BSI - 27001								
	ISMS Physical Security A11-11.2.9 [Fac]	405KR		IT GOV	BSI - 27001			186KPR					405KR
	ISMS Operations A12-12.7.1 [IT]			IT GOV	BSI - 27001								
	ISMS Communications A13-13.2.4 [IT]			IT GOV	BSI - 27001								
	ISMS Systems Acqst'n Dev & Maint A14 [IT]				BSI - 27001								
	ISMS Supplier Relationships A15-15.2.2 [FIN]			IT GOV	BSI - 27001								
	ISMS Incident Response A16-16.1.17 [BPI]				BSI - 27001								
	ISMS Business Continuity A17-17.2.1 [BPI]				BSI - 27001								
	ISMS Compliance & Redundancies A18 [BPI]			IT GOV	BSI - 27001								

		January	February	March	April	May	June	July	August	September	October	November	December
	BSI Audit					Deferred BSI Audit		→					
	[INTERNAL AUDIT] Grant Thornton												
	HCPC ISO audit or InfoSec IA team												
	Near Miss Reports = NMR#												
	PCI-DSS Audit by NGS/NCC												
	QMS Major Process Rvw												
	As Is output from Project												
	3rd Party supplier audit												
27001 - 9.2	Internal Access Rights Audit (IARA)												
	Internal Access Rights Audit (IARA-DC); Data Collection in departments												
	Employee & Partner InfoSec training 2016												

Further internal audit dates will be set over the next few months as the approach to the third standard is finalised.

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; 27001; 10002 standards.

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
NMR58 Server room air conditioning failure	May 2016	May 2016	End May 2016 - Completed
NMR59 Suspended Registrant removed in error	July 2016	August 2016	August 2016
NMR60 Suspended Panel member	July 2016	August 2016	August 2016

4.3 ISO9001 Audits & updated processes

The ISO9001:2008 recertification two day audit (April 20-21st) covered Finance Transactions, Invoicing & Purchase Ledger, Management Accounts, Purchasing & supplier evaluation, and Facilities, QMS, key controls;, Risk Register, Senior Management Interview, Strategic Review. This is the end of a three year cycle. Recertification has been recommended by the auditor. The BSI report will be presented to the Audit Committee. The auditor used a new process diagram to track the inputs and outputs within HCPC to navigate the Management Review Process. Their next item of interest for the auditor will be how the Strategic Intent maps to the Risk Register.

The new ISO9001:2015 standard will be adopted when time allows, following migration of the Quality Management System and Information Security Management System to a Microsoft SharePoint based system. This is linked to the Intranet SharePoint project.

4.4 ISO10002 Audits & updated processes

HCPC achieved certification to IS01002:2014 Customer Satisfaction Management system, standard after a relatively rapid project using a combination of internal and external resource since May 2015. The BSI report will be presented to the Audit Committee.

4.5 Corporate Risk Register Maintenance

Register iteration	Draft circulated to EMT	Collecting updates	EMT sign off	Published to Audit Committee
2016 January	Dec 2015	January 2016	January 2016	March 2016 COMPLETED

2016 September	June 2016	June 2016	August 2016	Sept 2016
2017 January	Dec 2017	Not yet commenced	January 2017	Not yet commenced

The Risk Register has been slightly extended to function as the Risk Treatment Plan for ISO27001. Strategic Objectives are being mapped to individual risks.

4.6 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council
2015 June, brought forward to March 2015	Completed	Completed	Completed	Completed
2015 September update	July 2015	August 2015	Sept 2015	Sept 2015
2016 January early budget version (based on Rf9)	January 2016			
2016 June	April 2016	May/June 2016	May/June/July 2016	July 2016

4.7 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 will commence in late June within specific departments. HCPC Partners and Council Members will be trained slightly later in the year.

4.8 Business Continuity / Disaster Recovery Planning

The Shadow Planner site has been populated with content. The Shadow Planner Android version has been tested and is fast and user friendly. We will now evaluate the best devices to access the DR/BCM plan, and determine if the new corporate devices can run the application successfully. A draft scenario and testing date have been selected for November 2016.

4.9 Information & Reporting Activity

The graph below shows current carton/box numbers within the archive system, (2014 April to April 2016). Registrations storage is being assessed to validate scanned copies before hard copy destruction. Some items are currently out for inspection by the registration department, at the new Service Point / Paragon secure warehouse. Hard copy destruction, following signed off, tested scanning is being considered in the Registrations department. A visit to the mine occurred in May. Content was in good condition. Spot checks on location of cartons were good. FTP, Registration and BPI, checked retention schedule adherence and cataloguing of the archive.

Running Monthly nos to date

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Series1	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	4,222	4,222	4,218	4,218	4,262	4,325	4,325	4,365
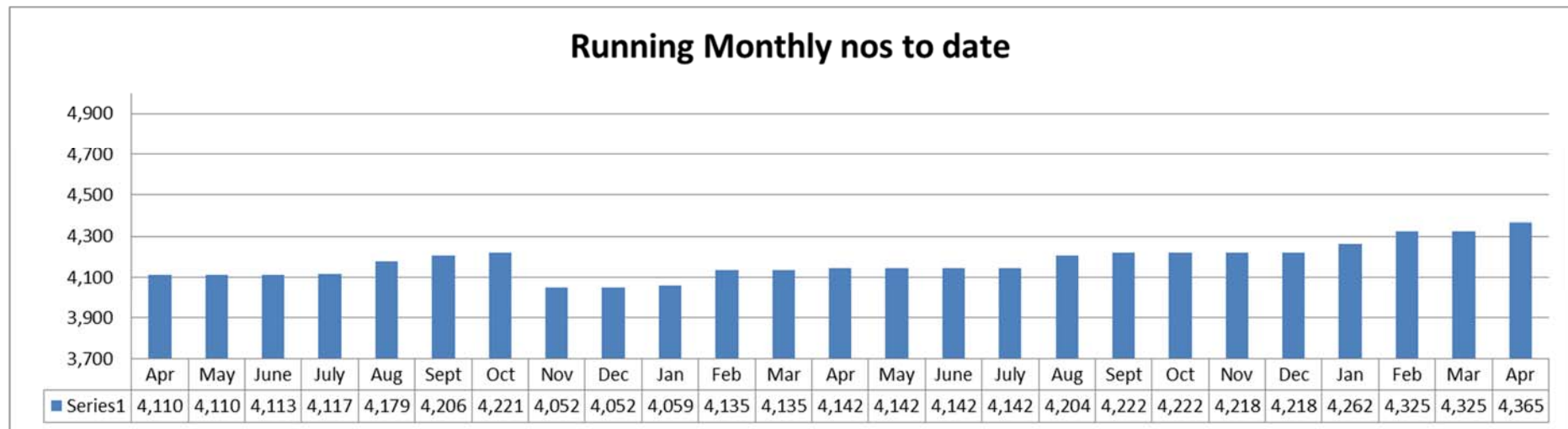
Other items

4.10 Departmental Matters

None to report.

5. Facilities Management Report

Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management.

The consultation on the organisation of the Facilities Department has completed. Interviews to fill the position of Office Services Manager will begin in the first week of July.

5.1 Incoming Mail including Special Delivery Volumes

Health and Care Professions Council

										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	FYE	FYE	FYE	FYE	FYE
Mail bags	39	44	33	43	34	46	65	65	60	43	41	41	48	36	42	45	48	72	67	38	32	17	93	79	78	19	463	538	518	554	695
Delivery (Incoming)	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	3,426	3,526	1,697	1,635	1,170	1,818	1,931	1,917	1,481	17,305	24,023	25,766	25,697	27,875