

# **Operations Directorate Management Information Pack**

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**Health and Care Professions Council****Operations Directorate**

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## 1. Executive Summary

### 1.1 Registration - 1 January 2016 to 31 March 2016

As forecasted, the team received fewer UK applications with a rise in the number telephone calls, as well as UK email queries during this period. The team achieved all of the department's service standards, with the exception of UK and international email responses.

Response times were adversely affected by the increase in volume for international emails and higher than expected sickness absence.

#### 1.1.1 Telephone Calls

The team experienced an increase of 1,002 more calls than forecasted during this period. The forecast was 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 104 more UK applications than forecasted. This forecast was also normalised against the previous monthly figures.

#### 1.1.3 International Applications

There continues to be a spike in the number of international applications received in January, following the historical trend. The team received 12.7% more applications than forecasted but were acknowledged within three working days.

#### 1.1.4 Registration Renewals

In this period we had three professions renewing their registration. The renewal window for radiographers closed on 29 February 2016, the renewal window for physiotherapists opened on 1 February 2016, and the renewal window for arts therapists opened on 1 March 2016. There continues to be an increase in registrants using the online portal to renew their registration.

#### 1.1.5 Registration appeals

The team started processing all new registration appeals from 11 January 2016. The figures have been reported in the existing format for the 2015-2016 financial year. As from April 1 2016, the existing report will be split into two where we will capture two sets of data. The first report will show the number of incoming appeals received for each type of appeal, and the second report will capture the number of appeal decisions that were reached each month.

During this period:

- 2 projects have initiated
- 3 projects have declined in outlook
- 1 project has remained the same; and
- 2 project have moved into closure activities
- 1 project has closed

Two new projects have initiated:

- PCI / DSS which will audit our credit card payment processes
- Establishing the new tribunal service project

The Education project has declined since the last reporting period due to a dependency on a Net Regulate release which has been delayed.

The HR project has declined due to the expansion of the scope to include a change of payroll provider for the organisation. This has had a knock on effect on the configuration of the HR system.

The PQD project has declined due to a delay in the publishing of the relevant legislation.

The 405 Kennington Road fit out project has closed following the successful occupation of the building.

## **1.3 Business Process Improvement**

### **1.3.1 Audits & Processes**

We have passed our ISO 9001 (Quality Management), ISO10002 (Complaints Management) and ISO27001 (Information Security) audits in March and April.

### **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 May 2016.

Internal and external supplier audits have been carried out.

Our online DR plan “ShadowPlanner” nears completion following an upgrade to the software. Testing is underway on multiple smartphone types.

## 2 Registration Management Commentary

### 2.1. Operational performance 1 January 2016 to 31 March 2016

#### a) Telephone calls

**i) UK telephone calls** – During this period the team received a total of 33,679 telephone calls. This is 2,807 more than the same period two years ago, and 845 more than forecast. The team answered 99.8% of calls received compared to 93.6% during the same period two years ago.

**ii) International telephone calls** – During this period the team received a total of 2,554 telephone calls. This is 459 more than the same period last year and represents a 21.9% increase in calls. The team answered 92.1% of calls received compared to 98.5% during the same period last year.

#### b) Application processing

##### i) UK applications

A total of 2,036 UK applications were received during the period which is 5.4% or 104 more than forecasted. We received 317 or 13.5% less UK applications compared to the same period last year.

The team registered 1,938 UK applications which is 53 or 2.7% less than forecasted.

The team processed all UK applications within four working days.

##### ii) Readmission applications

The team processed all readmission applications within five working days.

**iii) International applications**

A total of 1,759 new international applications were received which is 12.7% more than forecasted. As a result, the operational forecast has been adjusted for the next financial year, and will be reviewed every two months. This financial year we received a total of 5,991 new international applications, which is 6.5% more than forecasted.

We received 347 more International applications compared to the same period last year which represents a 24.6% increase.

The team registered 800 applications which is 76 or 8.7% less compared to the same period last year, and 24.4% less than forecast. This is because resource was allocated to the early stages of the international application process, rather than the assessment stage. Resource was also allocated to international and UK emails which had an adverse effect on the number of applications registered.

The team acknowledged receipt of applications within three 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 38 working days of receipt and EMR applications within 40 working days of receipt.

**iv) Visiting European health professional declarations**

The team received 155 declarations which is 7 or 4.3% 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 6.3% to 371, which is 19 less than the forecast of 390.

**v) European Professional Card (EPC)**

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

We are getting more and more interest from physiotherapists who either want to go and practice elsewhere in Europe or who wish to come and practice physiotherapy in the UK.

In the period we received:

- 16 EPC applications from those who are registered with us (or have approved UK qualifications) and wish to practice in another European state,
- 6 EPC applications from physiotherapists qualified in other European states who want to establish themselves in the UK and use the protected title,
- And 5 EPC applications from visiting physiotherapists.



Out of the 16 outgoing applications, only one has 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 practice in. Documents not being translated, or lack of the applicants' education and training are common reasons for an incomplete application.

As we do not have the British regulations in place we are unable to make the necessary updates to our website. Information to the public is therefore still limited.

From those who want to use the title physiotherapist and establish themselves in the UK, one has been asked to complete a period of adaptation, one got their qualifications recognised and the rest are ongoing. Four applications have been added to the Register of visiting professionals now. Please note that these are registered for 18 and not 12 months, as other visitors would.

### **c) Emails**

**i) UK Emails** – A total of 11,655 emails were received which is 628 or 5.7% more than in 2014. The team responded to 37.3% of UK emails within one working day and 71.4% within two working days.

**ii) International emails** – A total of 4,768 emails were received which is 3,299 or 224.6% 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.

Due to the continued increase in volumes of international emails, resource was moved from processing EMR and Non-EMR applications to the international inbox. The increase in volumes, and sickness absence attributed to the number of emails that were processed outside of service level.

### **d) Continuing Professional Development (CPD) audit**

A total of 1,032 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 six assessment days were held. A total of 1,348 CPD profiles were assessed of which 18 CPD profiles were sent to assessors to be assessed electronically.

**e) Registration renewals**

The renewal window for radiographers closed on 29 February 2016 with 95.9% successfully renewing their registration.

This is 1.1% less than 2014 when 97% of radiographers renewed their registration. Of those who successfully renewed, 94.6% renewed their registration using the online portal. This compares favourably with 2014 where 89.7% of radiographers renewed their registration using the online portal, an increase of 4.9%.

At the beginning of February 2016, 51,333 physiotherapists were invited to renew their registration. Their renewal window will close on 30 April 2016.

At the beginning of March 2016, 3,853 arts therapists were invited to renew their registration. Their renewal window will close on 31 May 2016.

All complete paper renewal forms were processed within one working day of receipt.

**f) Postal correspondence**

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

**g) Registration appeals**

The team started processing all new registration appeals from 11 January 2016. During the period 20 cases were received. Two cases were withdrawn as they were resolved by the Education and Training Committee (ETC). For the new financial year, the report will include a forecast line against appeals received, and a second report to show the number of decisions reached each month.

**2.2 Resource****Employees**

During the period we successfully recruited for a Registration Manager (12 month contract) to cover Natalie Berrie, Registration Manager, who is seconded to the Registration Transformation and Improvement Project, and two Registration Team Leaders (permanent position and 12 month contract). 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.

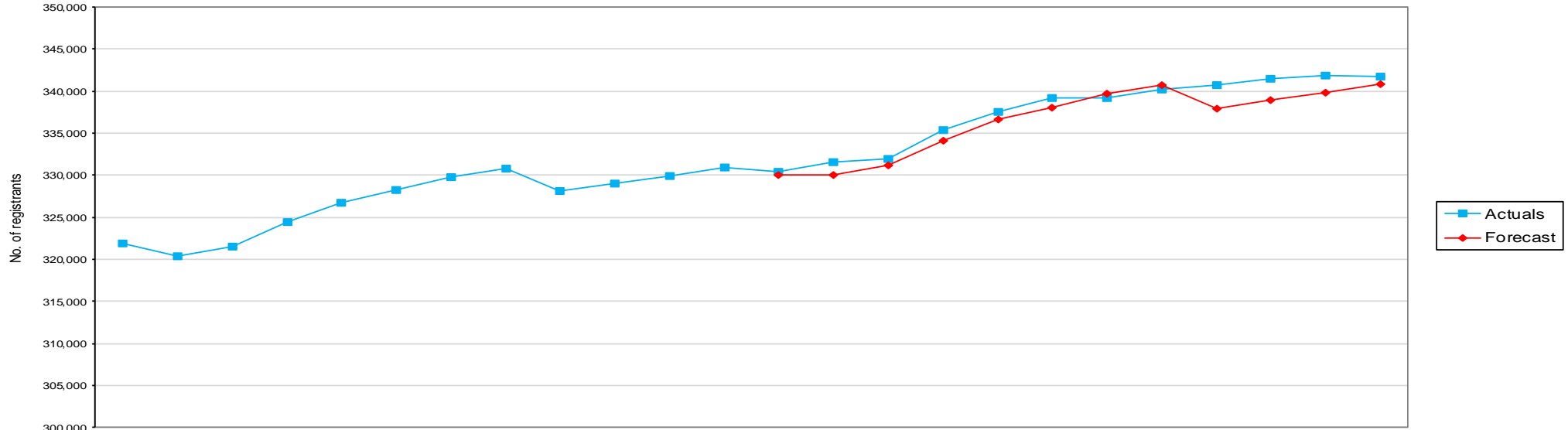
The Registration Department aims to process all **complete** paper renewal form within ten working days of receipt.

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

2.4 Registration Management Statistics

Number of Registrants by Profession April 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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
<b>Arts therapists</b>	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	3,759	3,814	3,841	3,865	3,881	3,890	3,897	3,450	3,620	3,897	3,450	3,620	3,897	3,450	3,620	3,897						
<b>Bio. scientists</b>	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	22,870	22,773	22,551	21,942	22,017	22,098	22,154	21,904	22,640	22,154	21,904	22,640	22,154	21,904	22,640	22,154						
<b>Chirops/ pods</b>	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	13,141	13,161	13,172	13,160	13,127	13,131	13,121	13,017	12,911	13,121	13,017	12,911	13,121	13,017	12,911	13,121						
<b>CI scientists</b>	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	5,298	5,182	5,287	5,327	5,345	5,363	5,376	4,942	5,296	5,376	4,942	5,296	5,376	4,942	5,296	5,376						
<b>Dietitians</b>	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	8,917	8,945	8,962	8,959	8,968	8,978	8,986	8,381	8,528	8,986	8,381	8,528	8,986	8,381	8,528	8,986						
<b>Hearing aid disps</b>	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	2,295	2,325	2,338	2,373	2,403	2,425	2,442	2,010	2,151	2,442	2,010	2,151	2,442	2,010	2,151	2,442						
<b>OTs</b>	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	36,966	35,581	35,891	36,035	36,113	36,200	36,272	34,154	36,128	36,272	34,154	36,128	36,272	34,154	36,128	36,272						
<b>ODPs</b>	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	12,588	12,751	12,756	12,787	12,799	12,791	12,811	11,880	12,182	12,811	11,880	12,182	12,811	11,880	12,182	12,811						
<b>Orthoptists</b>	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	1,376	1,380	1,383	1,385	1,384	1,386	1,385	1,316	1,379	1,385	1,316	1,379	1,385	1,316	1,379	1,385						
<b>Paramedics</b>	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	21,526	21,756	21,871	21,992	22,096	22,250	22,380	20,097	21,185	22,380	20,097	21,185	22,380	20,097	21,185	22,380						
<b>Physiotherapists</b>	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	51,268	51,383	51,542	51,632	51,726	51,742	51,662	48,868	49,685	51,662	48,868	49,685	51,662	48,868	49,685	51,662						
<b>Pract psychs</b>	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	20,724	21,115	21,221	21,296	21,361	21,412	21,470	19,919	20,996	21,470	19,919	20,996	21,470	19,919	20,996	21,470						
<b>Prosth/orthotists</b>	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	1,039	1,004	1,007	1,009	1,009	1,009	1,005	948	1,011	1,005	948	1,011	1,005	948	1,011	1,005						
<b>Radiographers</b>	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	30,994	31,109	31,196	31,177	31,122	30,889	30,244	28,060	29,786	30,244	28,060	29,786	30,244	28,060	29,786	30,244						
<b>Social workers</b>	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	91,143	92,025	92,183	92,700	93,029	93,208	93,341	88,946	88,397	93,341	88,946	88,397	93,341	88,946	88,397	93,341						
<b>SLTs</b>	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	15,279	14,908	15,018	15,077	15,108	15,169	15,199	14,129	14,992	15,199	14,129	14,992	15,199	14,129	14,992	15,199						
<b>Total</b>	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	339,183	339,212	340,219	340,716	341,488	341,941	341,745	322,021	330,887	341,745	322,021	330,887	341,745	322,021	330,887	341,745						
<b>Forecast</b>													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			340,814			340,814						

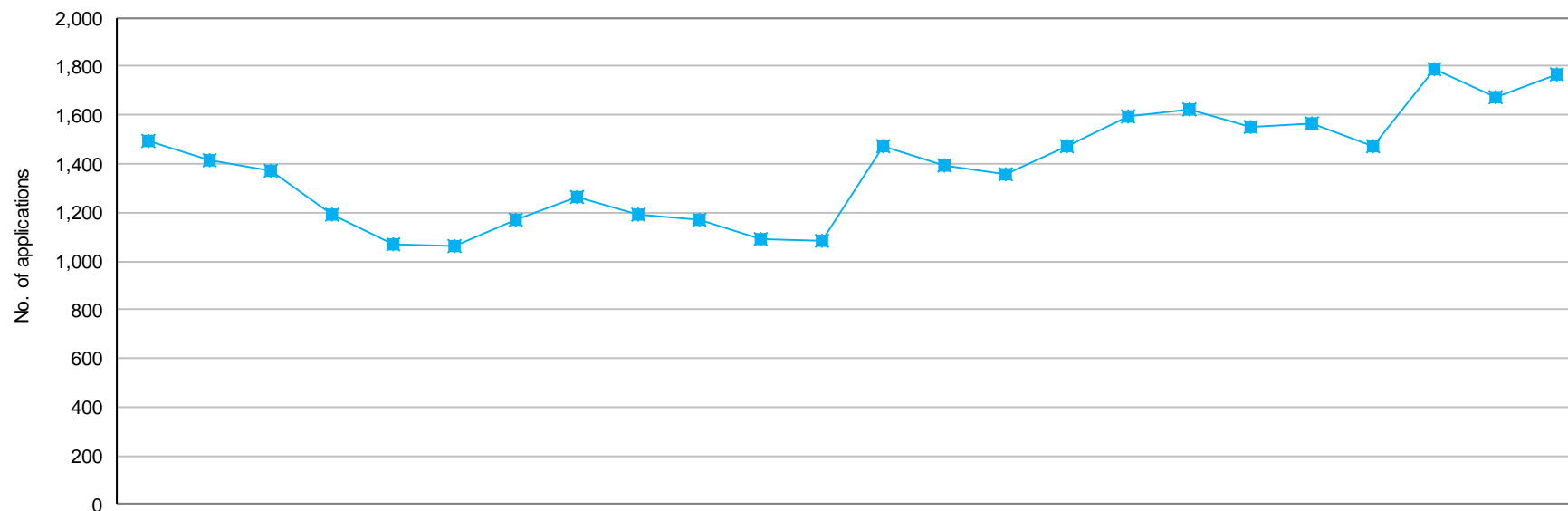
NOTE: Information captured on the last day of each calendar month  
 Forecast is based on the average percentage difference in number of registrants from 10/11 - 14/15

# Health and Care Professions Council

# Operations Directorate

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

Registration Department



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	FYE
Minimum info	354	319	122	147	101	98	140	197	80	79	60	141	251	351	309	533	533	451	310	295	337	542	386	386	258	141	386
At scrutiny	730	785	909	738	743	728	805	783	876	827	799	739	1,000	809	838	739	877	933	957	928	881	974	984	1,126	848	739	1,126
Pending reg fee	406	307	337	305	225	234	221	281	238	260	234	203	223	235	213	200	187	241	283	346	253	271	307	252	321	203	252
<b>Total</b>	<b>1,490</b>	<b>1,411</b>	<b>1,368</b>	<b>1,190</b>	<b>1,069</b>	<b>1,060</b>	<b>1,166</b>	<b>1,261</b>	<b>1,194</b>	<b>1,166</b>	<b>1,093</b>	<b>1,083</b>	<b>1,474</b>	<b>1,395</b>	<b>1,360</b>	<b>1,472</b>	<b>1,597</b>	<b>1,625</b>	<b>1,550</b>	<b>1,569</b>	<b>1,471</b>	<b>1,787</b>	<b>1,677</b>	<b>1,764</b>	<b>1,427</b>	<b>1,083</b>	<b>1,764</b>

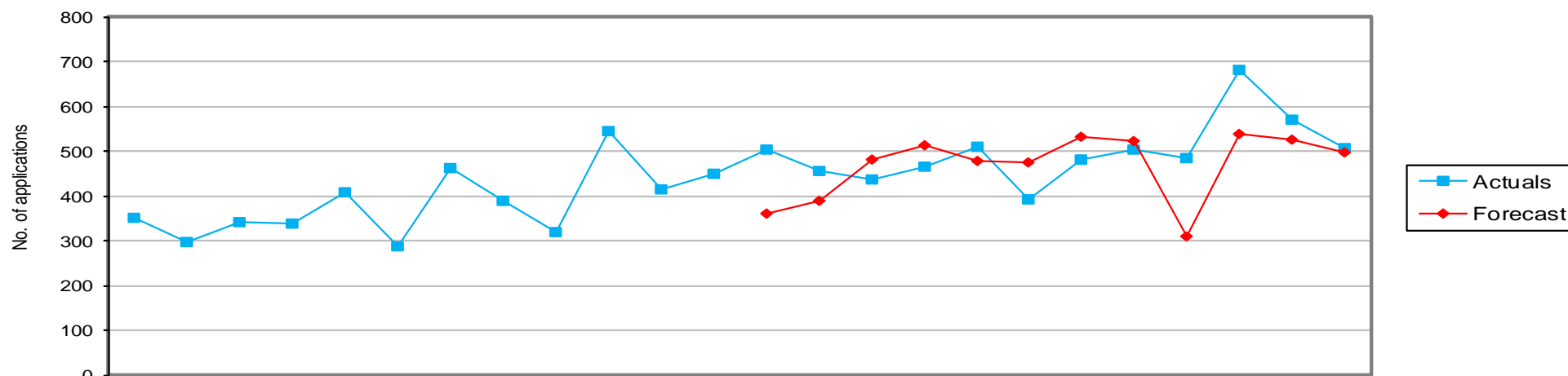
NOTE: Information covers international applications status progress only  
 Represents the current workload within the international section as at the end of the month

# Health and Care Professions Council

New International Applications Received April 2014 - March 2016

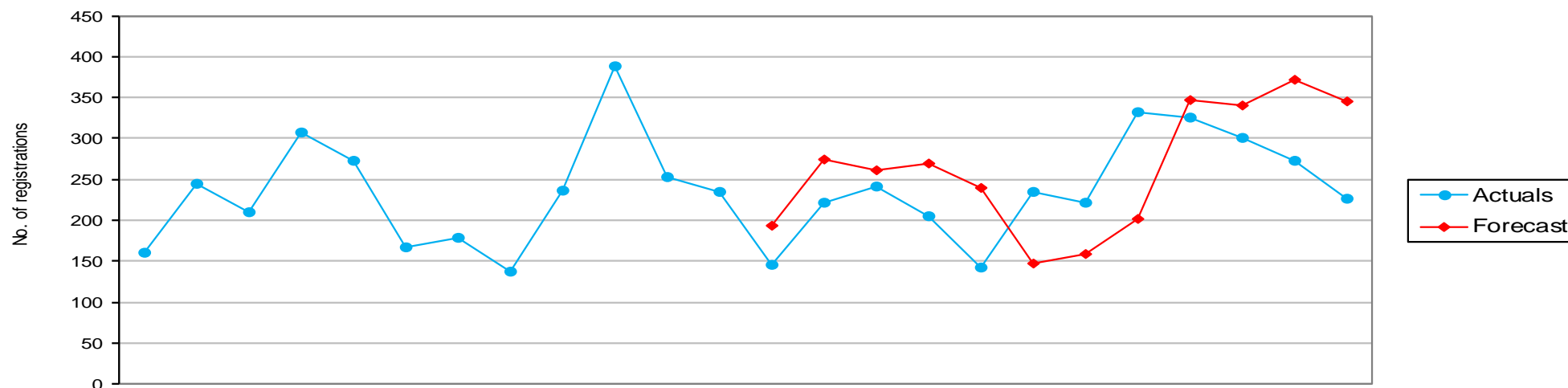
# Operations Directorate

Registration Department



	2014			2015									2016									13/14 FYE	14/15 FYE	15/16 FYE			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar
<b>Arts Therapists</b>	4	2	2	0	3	0	2	0	2	1	0	4	0	0	2	2	6	4	1	4	1	1	0	0	17	20	21
<b>Bio. Scientists</b>	16	21	24	35	31	33	46	33	22	35	25	32	32	28	29	31	56	35	36	31	39	43	30	27	288	353	417
<b>Chirops/ Pods</b>	2	3	3	4	5	2	7	8	0	6	5	4	5	9	8	8	8	6	2	4	7	3	7	7	32	49	74
<b>CI Scientists</b>	10	7	9	8	7	3	10	10	8	8	9	4	9	3	8	9	9	9	8	12	9	7	7	90	93	99	
<b>Dietitians</b>	17	16	16	8	20	6	15	18	8	18	22	19	23	22	31	21	21	15	21	21	16	39	29	29	185	183	288
<b>Hearing aid disp</b>	2	3	3	3	3	2	1	8	0	2	1	3	7	8	3	7	1	1	3	3	2	2	1	3	33	31	41
<b>OTs</b>	41	32	34	28	47	28	37	38	24	53	29	27	40	42	44	36	39	36	44	40	25	56	47	42	350	418	491
<b>ODPs</b>	1	2	2	0	1	0	10	4	2	1	3	4	3	1	0	0	3	1	0	0	0	0	3	0	12	30	11
<b>Orthoptists</b>	0	0	0	0	0	0	1	1	0	1	1	0	0	0	1	0	1	0	0	0	1	0	1	0	6	4	4
<b>Paramedics</b>	9	4	9	10	9	8	20	14	42	81	21	29	40	40	26	24	28	16	23	49	115	127	41	30	78	256	559
<b>Physiotherapists</b>	101	102	117	88	114	77	112	106	72	119	125	140	126	108	109	131	126	98	126	139	107	171	177	163	1,051	1,273	1,581
<b>Pract psychs</b>	26	20	22	36	25	23	41	21	22	22	22	27	34	37	34	40	39	28	39	32	26	30	21	38	254	307	398
<b>Prostn/Ortnotists</b>	0	1	0	1	2	1	1	0	1	6	1	4	2	0	1	0	1	1	1	2	1	5	2	0	5	18	16
<b>Radiographers</b>	51	43	43	38	45	40	64	54	56	87	74	67	80	69	57	67	61	59	79	87	74	122	114	86	453	662	955
<b>Social workers</b>	56	32	44	62	68	47	73	51	51	79	59	59	82	71	58	67	84	65	70	56	43	65	71	15	501	681	747
<b>SLTs</b>	16	10	13	17	27	17	24	23	10	27	19	27	20	17	25	24	26	19	28	27	15	9	20	59	219	230	289
<b>Total</b>	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509	393	482	503	484	682	571	506	3,574	4,608	5,991
<b>Forecast</b>													360	388	481	512	480	475	533	524	311	539	525	497			5,625

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									2016												13/14 FYE	14/15 FYE	15/16 FYE
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
<b>Arts therapists</b>	0	0	2	1	1	2	2	1	2	1	2	1	0	0	2	0	1	1	0	2	0	0	1	0	8	15	7
<b>Bio. scientists</b>	27	9	19	17	18	18	13	5	27	31	22	23	10	17	14	15	10	12	13	2	50	26	24	20	157	229	213
<b>Chirops/ pods</b>	1	1	2	0	6	5	2	0	1	3	2	1	2	5	0	0	4	5	4	6	3	3	3	2	20	24	37
<b>CI scientists</b>	5	4	0	7	3	1	7	1	3	4	3	7	4	5	2	2	2	0	4	7	2	1	3	2	30	45	34
<b>Dietitians</b>	7	6	1	32	15	11	3	4	10	18	8	7	2	8	6	12	10	11	10	11	13	6	11	7	85	122	107
<b>Hearing aid disps</b>	0	0	2	1	10	1	0	0	0	6	2	1	0	1	0	1	2	4	2	5	2	2	2	0	13	23	21
<b>OTs</b>	23	24	20	37	29	11	11	17	25	30	26	18	17	10	21	14	12	17	11	66	26	17	29	15	259	271	255
<b>ODPs</b>	1	0	3	0	0	0	0	0	1	2	2	1	0	2	2	0	4	2	0	0	2	0	0	0	4	10	12
<b>Orthoptists</b>	1	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2
<b>Paramedics</b>	5	2	10	3	2	3	2	2	4	70	41	21	28	18	26	18	5	33	8	14	51	100	88	35	27	165	424
<b>Physiotherapists</b>	6	140	61	102	77	55	62	45	51	70	59	63	18	91	68	63	42	67	62	94	54	65	36	35	613	791	695
<b>Pract psychs</b>	11	5	16	15	20	13	14	11	9	20	9	7	5	0	24	4	6	12	14	13	14	14	17	7	129	150	130
<b>Prosth/orthotists</b>	0	0	1	0	1	1	0	0	0	1	2	0	1	0	0	1	1	0	4	1	0	0	0	0	4	6	8
<b>Radiographers</b>	33	14	34	42	36	21	23	29	31	53	33	41	28	30	39	36	17	39	43	57	19	21	12	84	269	390	425
<b>Social workers</b>	33	26	24	38	38	21	16	9	64	55	33	34	18	23	23	25	23	27	23	25	72	31	33	11	232	391	334
<b>SLTs</b>	8	13	15	12	16	4	23	13	8	24	9	10	10	12	15	14	4	5	23	29	18	14	14	9	144	155	167
<b>Total</b>	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143	235	221	332	326	300	273	227	1,994	2,790	2,871
<b>Forecast</b>													193	275	261	270	240	147	158	201	347	341	372	345			3,150

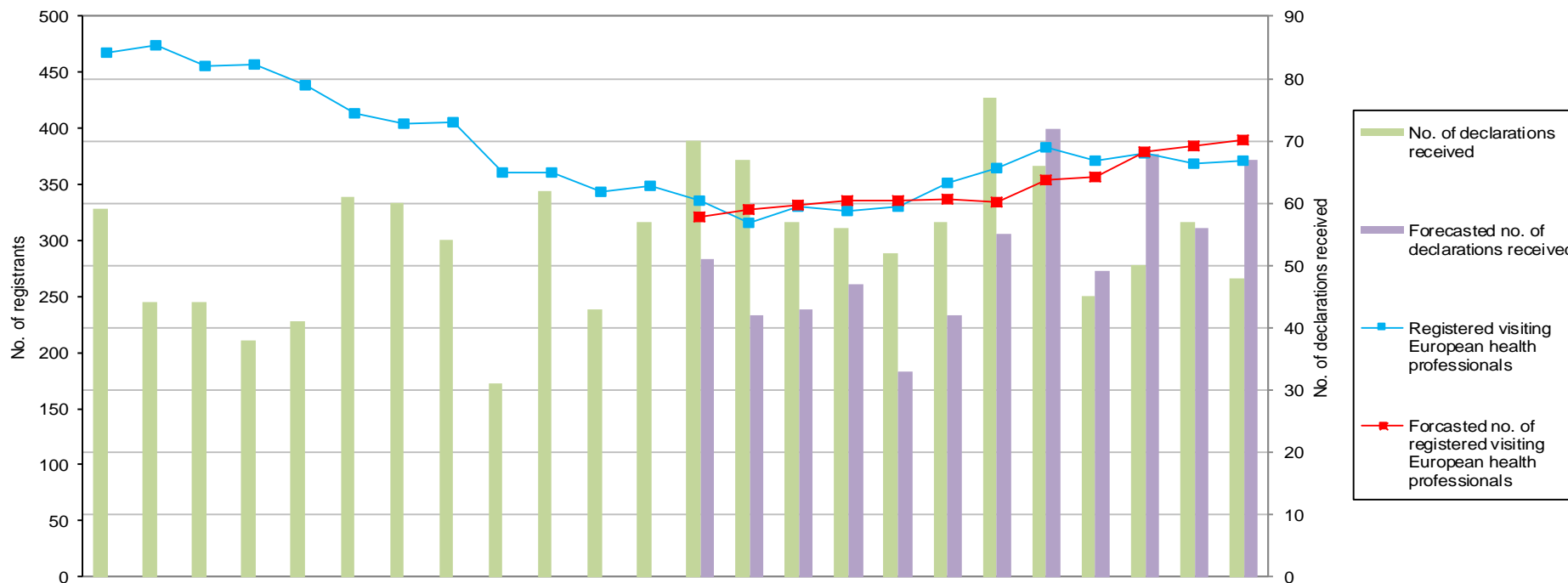
NOTE: Forecast is based on the average number of INT applications registered each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
Social worker section of register opened 1 Aug 2012 (covers England only)

# Health and Care Professions Council

Register of visiting European health professionals under EU Directive 2005/36/EC April 2014 - March 2016

Registration Department

# Operations Directorate



	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	FYE
<b>No. of declarations received</b>	59	44	44	38	41	61	60	54	31	62	43	57	70	67	57	56	52	57	77	66	45	50	57	48	875	594	702
<b>Registered visiting European health professionals</b>	467	474	456	457	438	413	404	405	360	360	344	349	335	316	330	326	330	352	364	383	371	378	368	371	456	349	371
<b>Forecasted no. of declarations received</b>													51	42	43	47	33	42	55	72	49	68	56	67			625
<b>Forecasted no. of registered visiting European health professionals</b>													322	327	331	335	336	336	335	354	357	379	385	390			390

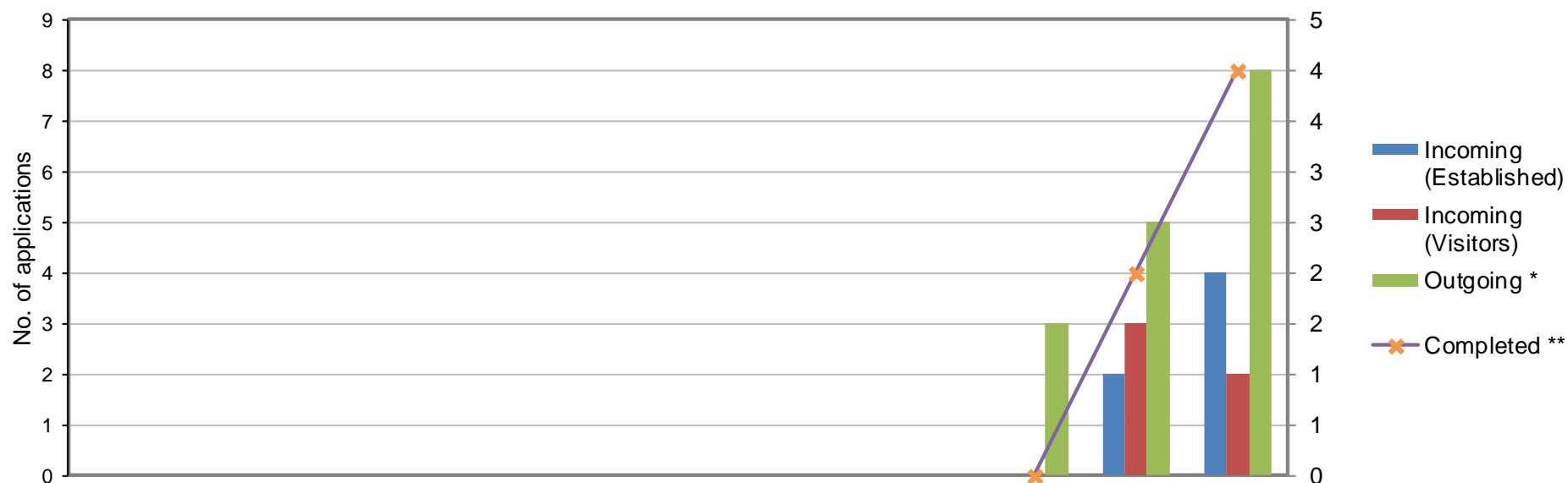
NOTE: Forecast is based on the average percentage increase or decrease on a monthly basis, using the actual figures between the period 11/12 - 14/15, normalised against the monthly actuals available



# Health and Care Professions Council

European Professional Card (EPC) applications April 2015 - March 2016

Operations Directorate



	2015												2016			15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Jan	Feb	Mar	
Incoming (Established)													0	2	4	6
Incoming (Visitors)													0	3	2	5
Outgoing *													3	5	8	16
Completed **													0	2	4	6

\* Applications received from established and visiting European health professionals who wish to obtain an EPC and practice in Europe.

\*\* Figures include incoming and outgoing applications that have been completed.

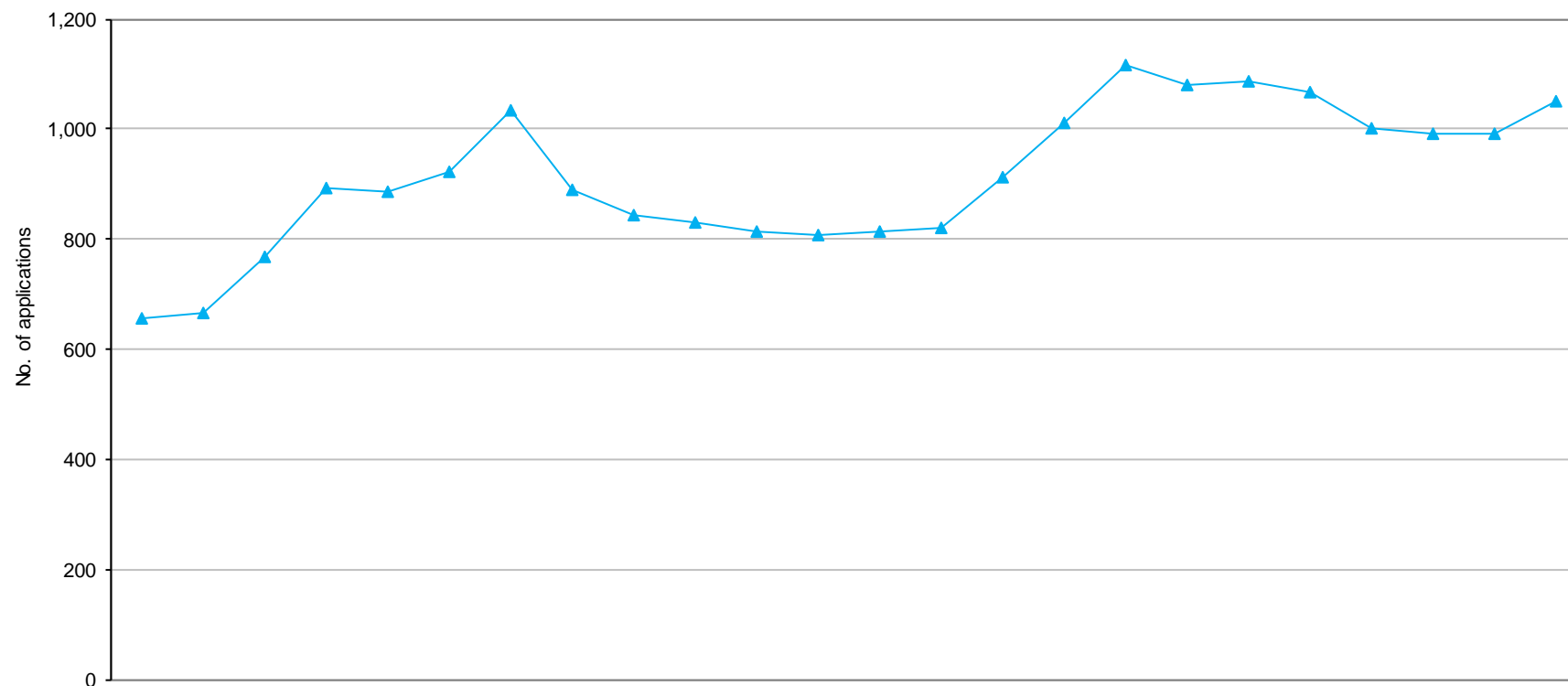
NOTE: The European Professional Card (EPC) for physiotherapists has been operational since 18 January 2016.

# Health and Care Professions Council

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

# Operations Directorate

Registration Department



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	FYE
Minimum info	656	665	764	886	878	917	1,028	887	841	831	808	802	813	819	912	1,000	1,097	1,075	1,077	1,057	994	986	986	1,041	801	802	1,041
At scrutiny	0	0	2	2	4	2	1	1	0	0	2	3	0	0	0	1	0	0	3	1	2	1	1	1	2	3	1
Pending reg fee	1	1	2	4	5	3	5	2	4	1	4	3	1	1	1	9	19	5	6	8	6	5	6	8	2	3	8
<b>Total</b>	<b>657</b>	<b>666</b>	<b>768</b>	<b>892</b>	<b>887</b>	<b>922</b>	<b>1,034</b>	<b>890</b>	<b>845</b>	<b>832</b>	<b>814</b>	<b>808</b>	<b>814</b>	<b>820</b>	<b>913</b>	<b>1,010</b>	<b>1,116</b>	<b>1,080</b>	<b>1,086</b>	<b>1,066</b>	<b>1,002</b>	<b>992</b>	<b>993</b>	<b>1,050</b>	<b>805</b>	<b>808</b>	<b>1,050</b>

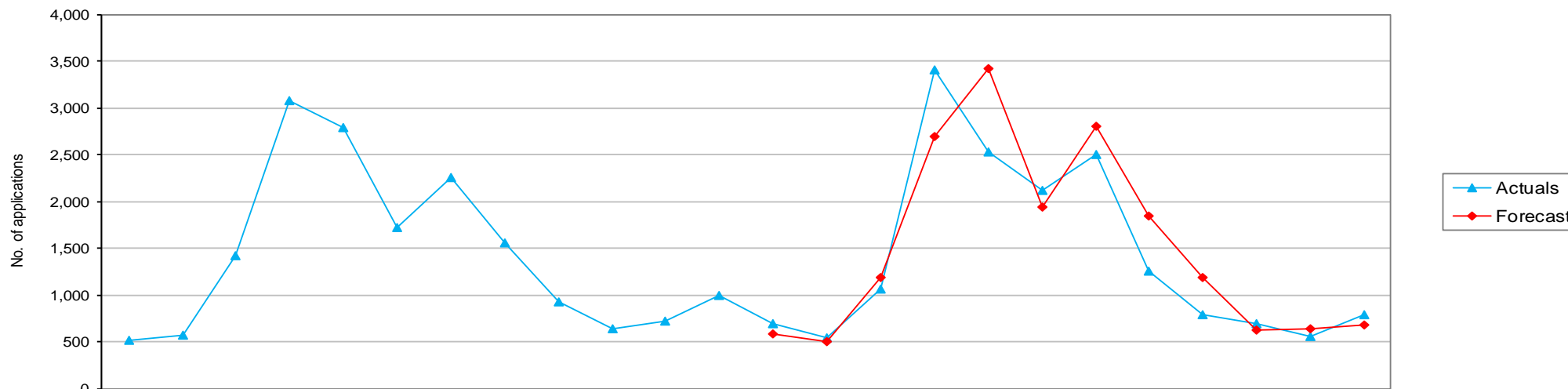
NOTE: Information covers UK applications status progress only  
Represents the current workload within the UK section as at the end of the month

# Health and Care Professions Council

New UK Applications Received April 2014 - March 2016

# Operations Directorate

Registration Department



	2014			2015									2016												13/14 FYE	14/15 FYE	15/16 FYE
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
<b>Arts therapists</b>	20	8	8	30	69	48	47	55	15	14	8	18	12	7	10	30	52	46	56	42	13	13	7	16	293	340	304
<b>Bio. scientists</b>	44	48	60	125	134	64	91	88	42	40	55	57	37	46	53	126	110	86	87	59	69	58	48	61	839	848	840
<b>Chirops/pods</b>	2	6	96	120	64	41	33	13	5	3	4	6	3	4	50	160	53	39	28	7	4	5	2	5	389	393	360
<b>CI Scientists</b>	31	21	23	10	35	11	39	88	41	21	8	49	17	16	10	15	16	17	11	108	32	22	17	22	343	377	303
<b>Dietitians</b>	20	15	71	118	67	24	29	16	4	7	9	20	33	13	48	153	82	38	20	8	3	9	4	17	457	400	428
<b>Hearing aid disps</b>	4	14	12	31	48	26	17	23	22	13	6	18	10	6	12	34	50	32	28	11	31	26	18	20	211	234	278
<b>OTs</b>	47	41	164	329	347	161	232	154	61	40	68	89	66	40	62	419	329	164	259	93	46	57	47	81	1,816	1,733	1,663
<b>ODPs</b>	30	29	4	36	155	145	112	34	32	17	16	31	31	22	23	48	128	196	153	19	27	10	7	15	706	641	679
<b>Orthoptists</b>	1	0	1	21	26	8	6	2	3	2	1	1	0	0	1	12	33	8	5	2	1	0	0	1	71	72	63
<b>Paramedics</b>	38	37	83	70	160	250	170	113	63	23	71	95	65	40	102	116	174	296	229	86	78	56	81	112	1,221	1,173	1,435
<b>Physiotherapists</b>	17	30	197	697	336	113	137	104	42	41	61	100	36	27	118	752	341	156	140	83	56	47	54	71	1,992	1,875	1,881
<b>Pract psychs</b>	33	49	40	42	66	135	323	158	68	45	49	69	50	37	47	54	35	139	387	104	63	60	39	59	1,083	1,077	1,074
<b>Prosth/orthotists</b>	3	0	22	16	8	3	0	1	0	0	1	1	0	0	8	29	5	5	3	1	0	0	0	0	64	55	51
<b>Radiographers</b>	19	49	341	513	175	96	94	38	32	20	20	41	18	35	298	570	190	107	79	24	16	16	10	34	1,406	1,438	1,397
<b>Social workers</b>	191	208	247	736	949	531	826	596	466	320	295	330	303	237	191	699	777	685	902	563	330	271	184	232	6,099	5,695	5,374
<b>SLTs</b>	14	18	49	175	145	60	95	79	29	33	46	71	17	7	25	183	148	104	108	44	22	46	33	43	696	814	780
<b>Total</b>	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	2,118	2,495	1,254	791	696	551	789	17,686	17,165	16,910
<b>Forecast</b>													578	494	1,181	2,696	3,412	1,935	2,808	1,838	1,184	618	635	679			18,058

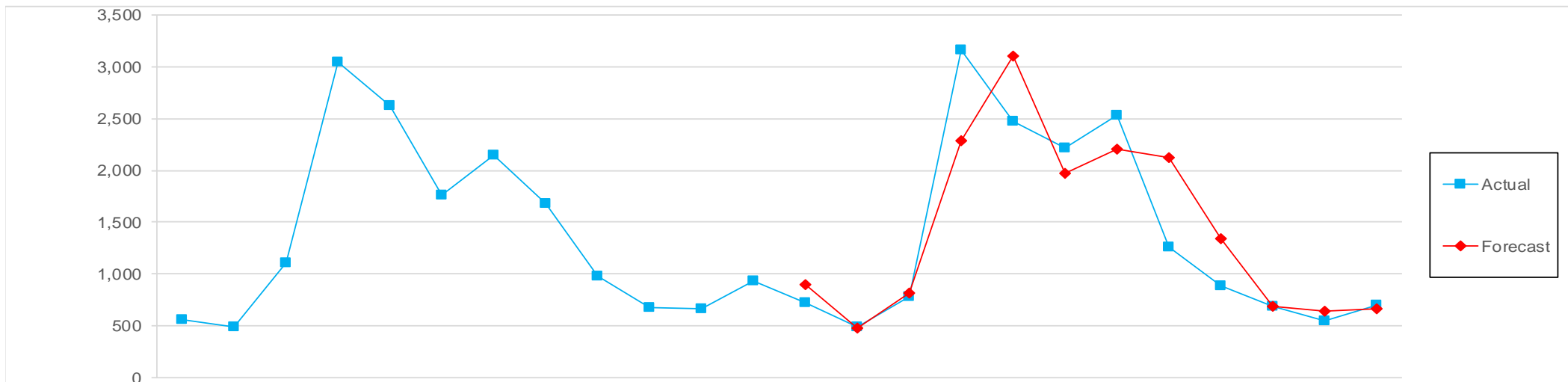
NOTE: Forecast is based on the average number of UK applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
Social worker section of register opened 1 Aug 2012 (covers England only)

# Health and Care Professions Council

New UK Registrations April 2014 - March 2016

# Operations Directorate

Registration Department



	2014			2015									2016												13/14 FYE	14/15 FYE	15/16 FYE
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
<b>Arts therapists</b>	15	14	11	18	57	51	49	57	21	11	9	16	13	8	5	23	44	43	59	35	20	16	8	13	280	329	287
<b>Bio. scientists</b>	36	41	54	109	110	58	70	89	34	38	49	44	41	40	39	114	92	93	78	51	74	47	53	53	752	732	775
<b>Chirops/pods</b>	4	3	63	130	78	38	32	14	5	4	3	2	5	3	34	156	54	43	32	12	7	4	2	4	376	376	356
<b>CI Scientists</b>	29	22	24	11	33	7	34	89	36	26	9	43	17	15	9	13	19	11	14	94	37	20	17	19	328	363	285
<b>Dietitians</b>	24	13	47	136	69	24	31	21	4	3	10	16	36	13	34	144	89	42	27	8	3	6	6	11	453	398	419
<b>Hearing aid disps</b>	11	10	9	14	54	31	19	18	20	13	6	17	14	7	10	27	45	32	28	11	33	28	18	18	205	222	271
<b>OTs</b>	56	33	100	352	355	156	216	164	73	43	59	94	73	32	33	413	313	186	255	94	57	58	49	79	1,797	1,701	1,642
<b>ODPs</b>	34	28	5	24	70	192	133	50	29	23	5	37	31	9	34	38	103	190	173	29	25	15	5	21	706	630	673
<b>Orthoptists</b>	0	0	1	19	27	5	7	3	1	3	2	1	0	0	1	6	35	11	3	4	2	0	0	0	70	69	62
<b>Paramedics</b>	41	36	79	67	111	279	147	131	78	24	68	76	74	38	95	95	136	325	225	109	76	35	83	107	1,210	1,137	1,398
<b>Physiotherapists</b>	16	22	152	667	372	117	129	113	48	42	57	95	38	15	77	686	378	189	154	84	50	52	44	73	1,960	1,830	1,840
<b>Pract psychs</b>	40	44	44	38	54	117	307	180	61	45	48	73	45	40	37	52	31	126	382	105	63	59	37	50	1,059	1,051	1,027
<b>Prosth/orthotists</b>	2	1	20	16	8	3	1	1	1	0	1	1	0	0	5	28	7	6	1	3	0	0	0	0	63	55	50
<b>Radiographers</b>	13	18	270	575	179	101	94	50	38	14	20	48	12	12	182	630	225	113	84	33	18	18	11	28	1,385	1,420	1,366
<b>Social workers</b>	222	196	197	696	900	521	790	615	499	351	285	304	301	247	176	573	744	697	908	536	399	297	166	195	5,000	5,576	5,239
<b>SLTs</b>	20	15	32	171	149	56	91	82	31	37	39	70	27	8	13	167	158	111	104	49	28	29	49	35	689	793	778
<b>Total</b>	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	2,218	2,527	1,257	892	684	548	706	16,333	16,682	16,468
<b>Forecast</b>													898	480	814	2,282	3,101	1,973	2,206	2,125	1,344	687	637	667			17,214

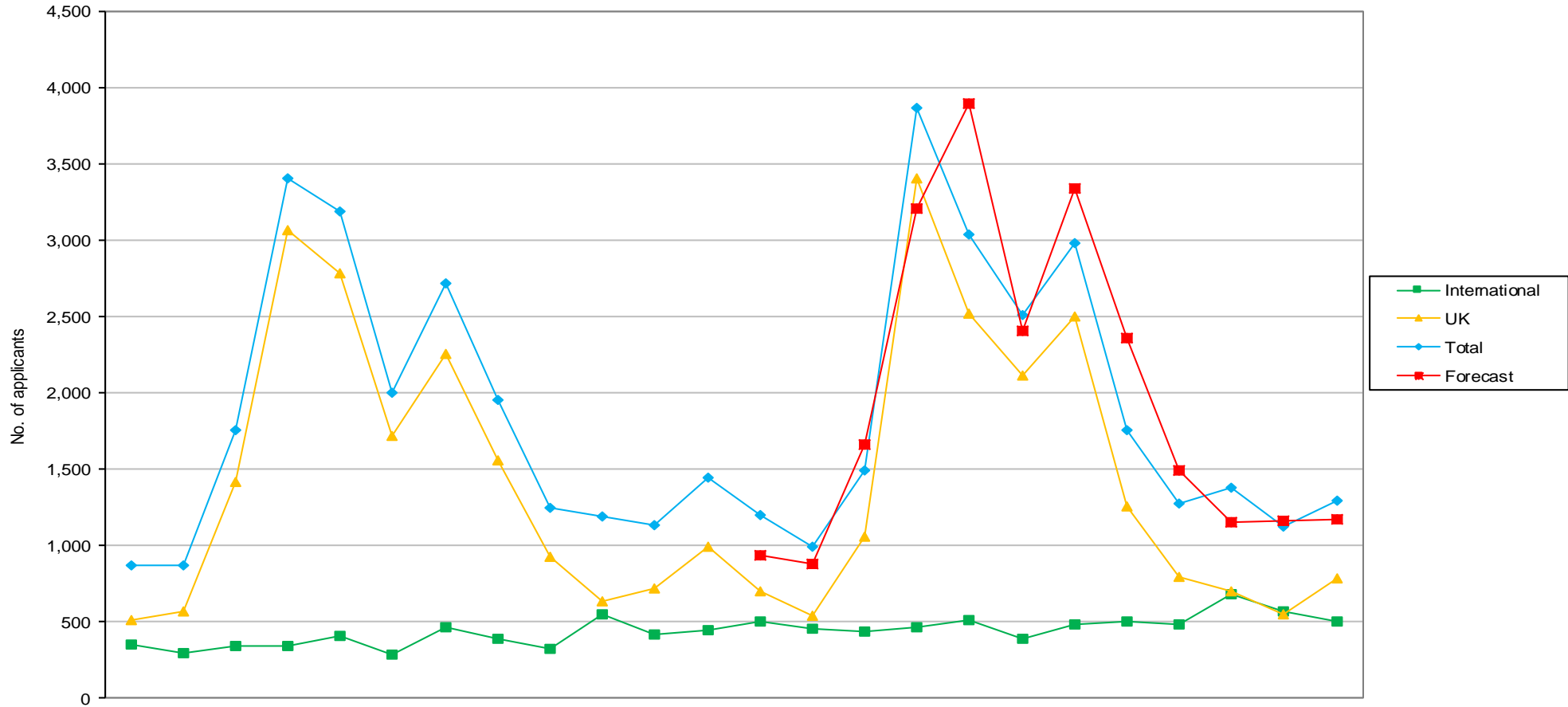
NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
 Social worker section of register opened 1 Aug 2012 (covers England only)

# Health and Care Professions Council

Application Types Received April 2014 - March 2016

# Operations Directorate

Registration Department



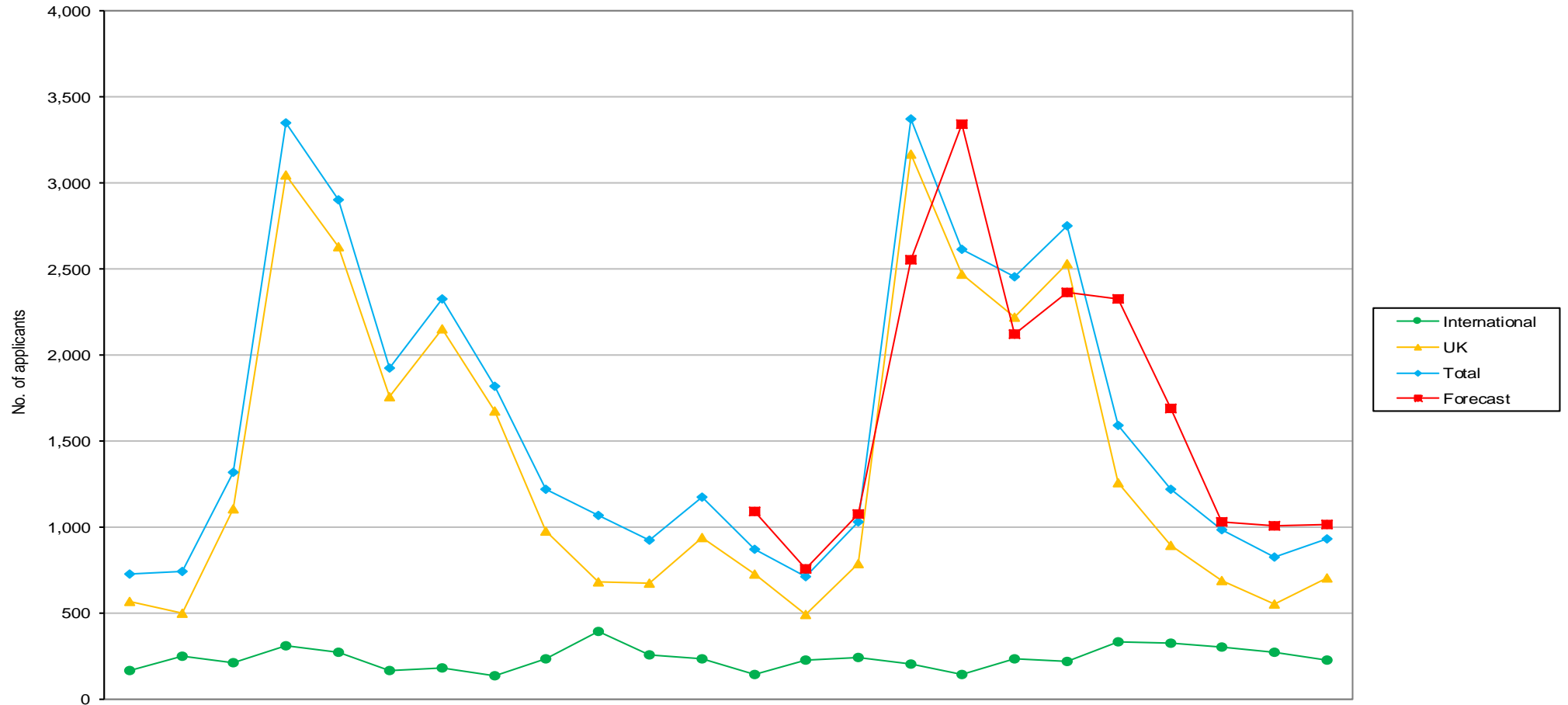
Apps Received	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509	393	482	503	484	682	571	506
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	2,118	2,495	1,254	791	696	551	789
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	2,511	2,977	1,757	1,275	1,378	1,122	1,295
Forecast													938	882	1,662	3,208	3,892	2,410	3,341	2,362	1,495	1,157	1,160	1,176

13/14	14/15	15/16
FYE	FYE	FYE
0	2	0
3,574	4,608	5,991
17,686	17,165	16,910
21,260	21,775	22,901
		23,683

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

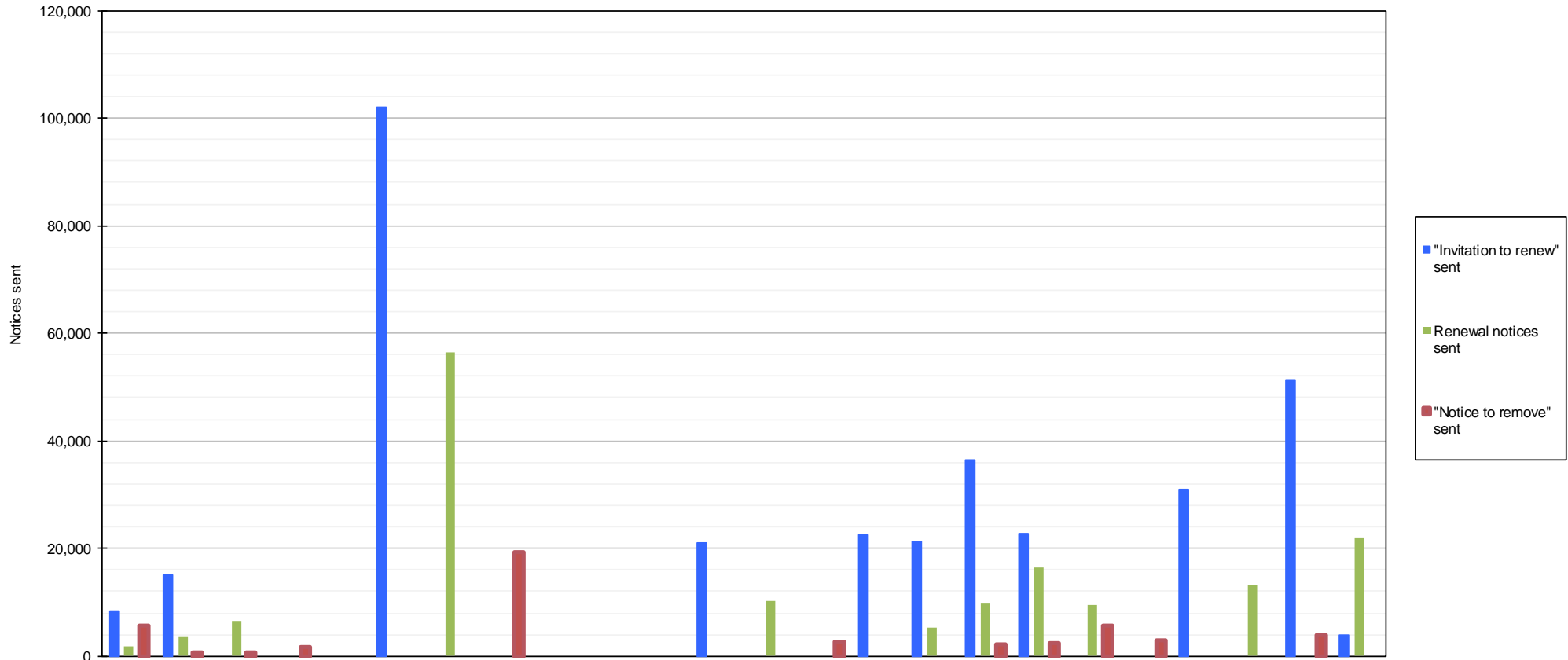
**Health and Care Professions Council**  
**New Registrants April 2014 - March 2016**

**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	FYE
<b>G/pting</b>	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	38	3	1
<b>International</b>	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143	235	221	332	326	300	273	227	1,994	2,790	2,871
<b>UK</b>	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	2,218	2,527	1,257	892	684	548	706	17,366	16,682	16,468
<b>Total</b>	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	2,454	2,748	1,589	1,218	984	821	933	19,398	19,475	19,340
<b>Forecast</b>													1,091	755	1,075	2,552	3,341	2,120	2,364	2,326	1,691	1,028	1,009	1,012			20,364

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



	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
"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	22,667	0	0	30,966	0	51,333	3,853
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	16,452	9,570	0	0	13,214	0	21,949
"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	2,523	5,643	2,840	0	0	3,857	0
<b>Total</b>	<b>15,926</b>	<b>19,305</b>	<b>7,373</b>	<b>1,775</b>	<b>0</b>	<b>102,057</b>	<b>56,487</b>	<b>19,290</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20,949</b>	<b>10,146</b>	<b>2,585</b>	<b>22,645</b>	<b>26,523</b>	<b>48,364</b>	<b>41,642</b>	<b>15,213</b>	<b>2,840</b>	<b>30,966</b>	<b>13,214</b>	<b>55,190</b>	<b>25,802</b>

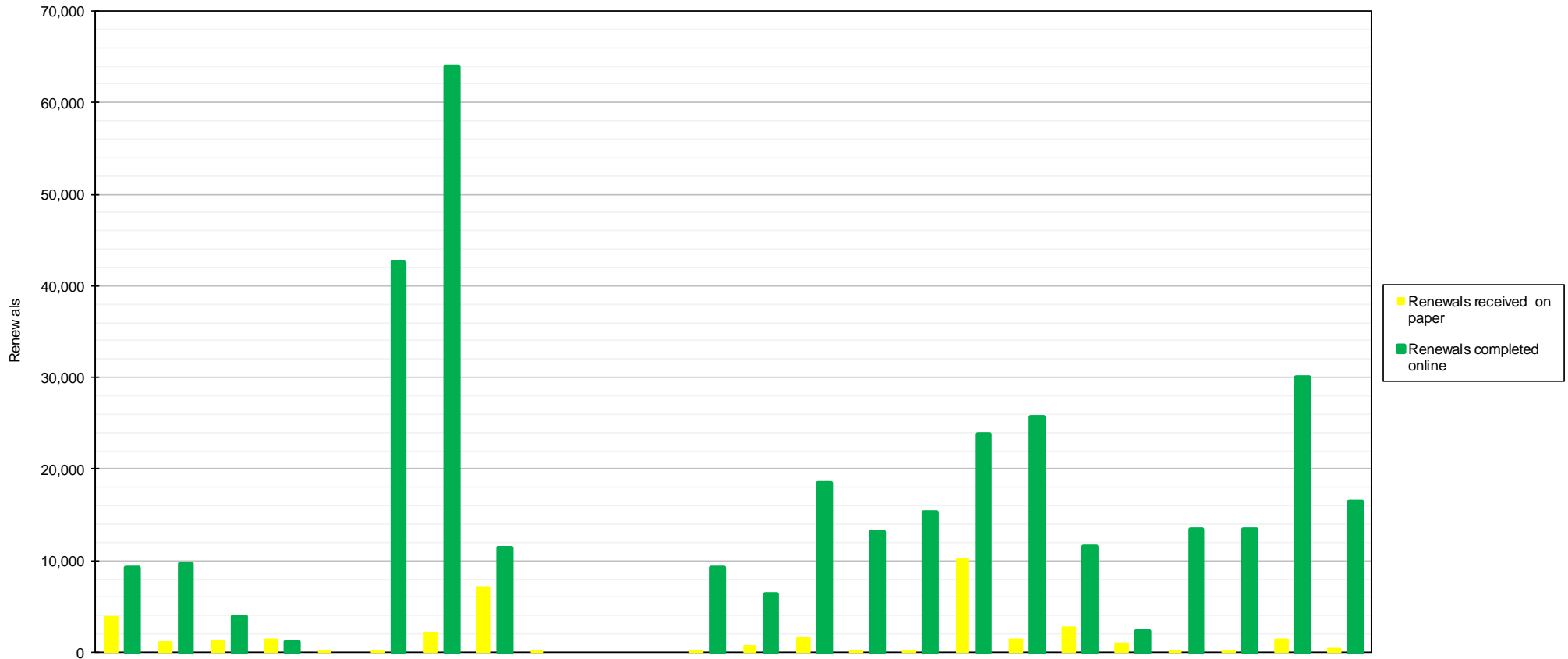
13/14 FYE	14/15 FYE	15/16 FYE
187,413	146,403	189,155
84,427	68,518	86,386
21,793	28,241	19,589
<b>293,633</b>	<b>243,162</b>	<b>295,130</b>

# Health and Care Professions Council

Renewal Information - on paper and online April 2014 - March 2016

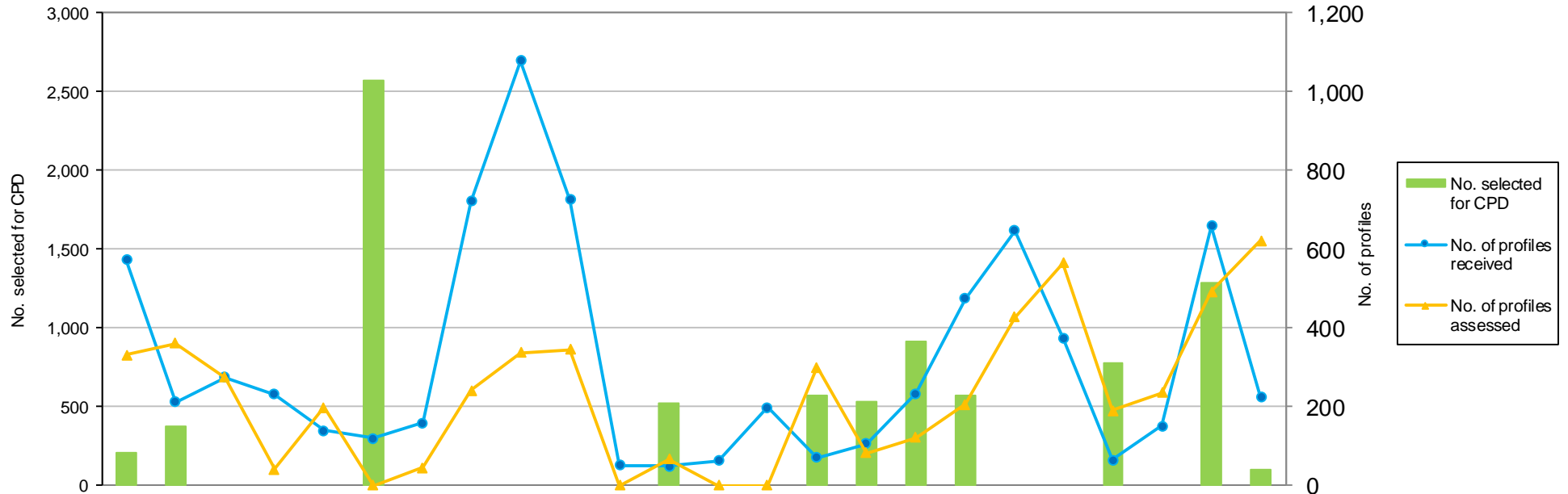
# Operations Directorate

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
<b>Renewals received on paper</b>	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	1,467	2,697	969	52	180	1,517	398	696	1,627	23	188	10,260	1,467	2,697	969	52	180	1,517	398	16,317	17,159	20,074
<b>Renewals completed online</b>	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	25,630	11,522	2,289	13,362	13,362	30,070	16,501	6,411	18,415	13,159	15,252	23,791	25,630	11,522	2,289	13,362	13,362	30,070	16,501	155,664	151,484	189,764
<b>Registrants removed</b>	0	1,722	257	290	0	0	0	0	5,644	0	0	0	0	0	658	0	0	440	762	1,250	812	0	0	848	0	0	658	0	0	440	762	1,250	812	0	0	848	3,769	7,913	4,770





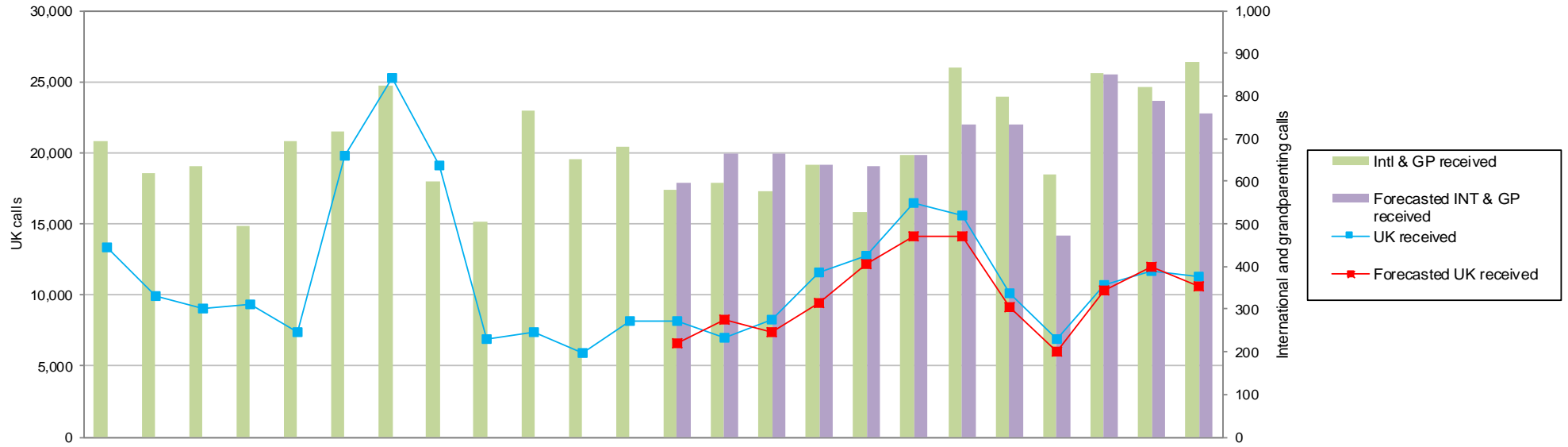
	2014												2015												2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>No. selected for CPD</b>	209	376	0	0	0	2,571	0	0	0	0	0	524	0	0	566	533	911	568	0	0	777	0	1,286	96	0	0	299	82	122	205	427	564	190	235	492	621
<b>No. of profiles received</b>	573	212	275	232	138	119	159	722	1,079	726	51	49	62	198	70	106	233	474	647	375	65	150	659	223	62	198	70	106	233	474	647	375	65	150	659	223
<b>No. of profiles assessed</b>	332	360	275	40	198	0	45	240	338	345	0	66	0	0	299	82	122	205	427	564	190	235	492	621	0	0	299	82	122	205	427	564	190	235	492	621

	13/14	14/15	15/16
	FYE	FYE	FYE
	4,476	3,680	4,737
	3,122	4,335	3,262
	2,443	2,239	3,237

**Health and Care Professions Council**  
Registration Telephone Information April 2014 - March 2016

**Registration Department**

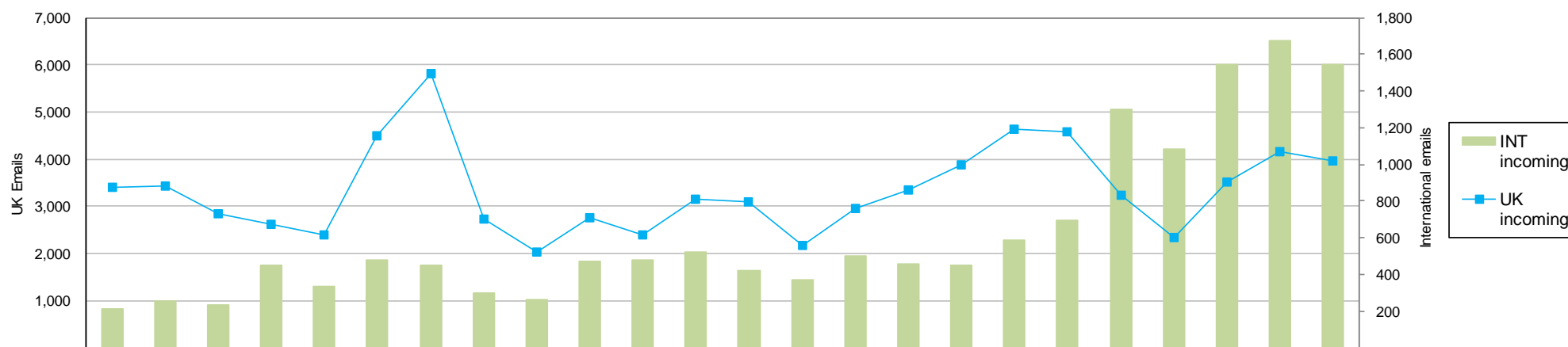
**Operations Directorate**



	2014			2015									2016									13/14 FYE	14/15 FYE	15/16 FYE			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar
<b>Intl &amp; GP</b>																											
<b>Intl &amp; GP received</b>	695	619	635	494	694	717	825	598	504	764	650	681	579	595	578	637	527	661	865	799	616	853	822	879	7,644	7,876	8,411
<b>Answered</b>	654	595	618	466	675	715	750	547	477	748	647	668	575	595	576	634	523	659	859	798	609	853	817	682	7,315	7,560	8,180
<b>Calls answered (%)</b>	94	96	97	94	97	100	91	91	97	98	99	98	99	100	100	98	99	100	99	99	99	100	99	98	96	96	99
<b>Abandoned</b>	41	24	17	28	24	2	75	51	27	16	3	13	4	0	2	3	4	2	6	1	7	0	5	17	306	321	51
<b>Avg answer time (sec)</b>	39	26	13	24	41	18	35	28	25	32	18	21	22	17	17	27	31	30	29	26	37	23	32	51	21	27	29
<b>Avg talk time (min)</b>	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	3.58	4.03	4.03	3.58	4.10	4.03	4.18	3.63	3.67	3.81
<b>UK</b>																											
<b>UK received</b>	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	16,504	15,586	10,147	6,869	10,682	11,669	11,328	159,745	141,542	130,437
<b>Answered</b>	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	15,737	14,850	9,989	6,794	10,570	11,382	11,643	148,466	134,368	127,363
<b>Calls answered (%)</b>	89	94	98	97	98	99	89	94	97	99	99	97	99	99	98	98	96	95	95	98	99	99	98	95	93	96	97
<b>Abandoned</b>	1,418	618	202	240	148	124	2,817	1,059	165	49	55	217	120	62	127	278	497	522	736	158	75	112	287	547	11,274	7,112	3,521
<b>Avg answer time (sec)</b>	83	48	20	22	21	36	111	46	22	28	28	36	43	35	30	46	87	115	124	55	44	41	77	127	59	42	69
<b>Avg talk time (min)</b>	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	3.15	3.12	3.21	3.11	3.03	3.16	3.21	2.85	3.07	3.11
<b>Forecasted INT &amp; GP received</b>													597	665	665	639	636	661	732	733	471	851	787	759			
<b>Forecasted UK received</b>													6,620	8,241	7,352	9,405	12,180	14,073	14,139	9,176	6,010	10,281	11,960	10,593			

NOTE: Forecast is based on registration cycles, using the average figures between 11/12 and 13/14, less 25%, and normalised against the latest monthly actuals available

UK and international emails received at end of each month April 2014 - March 2016



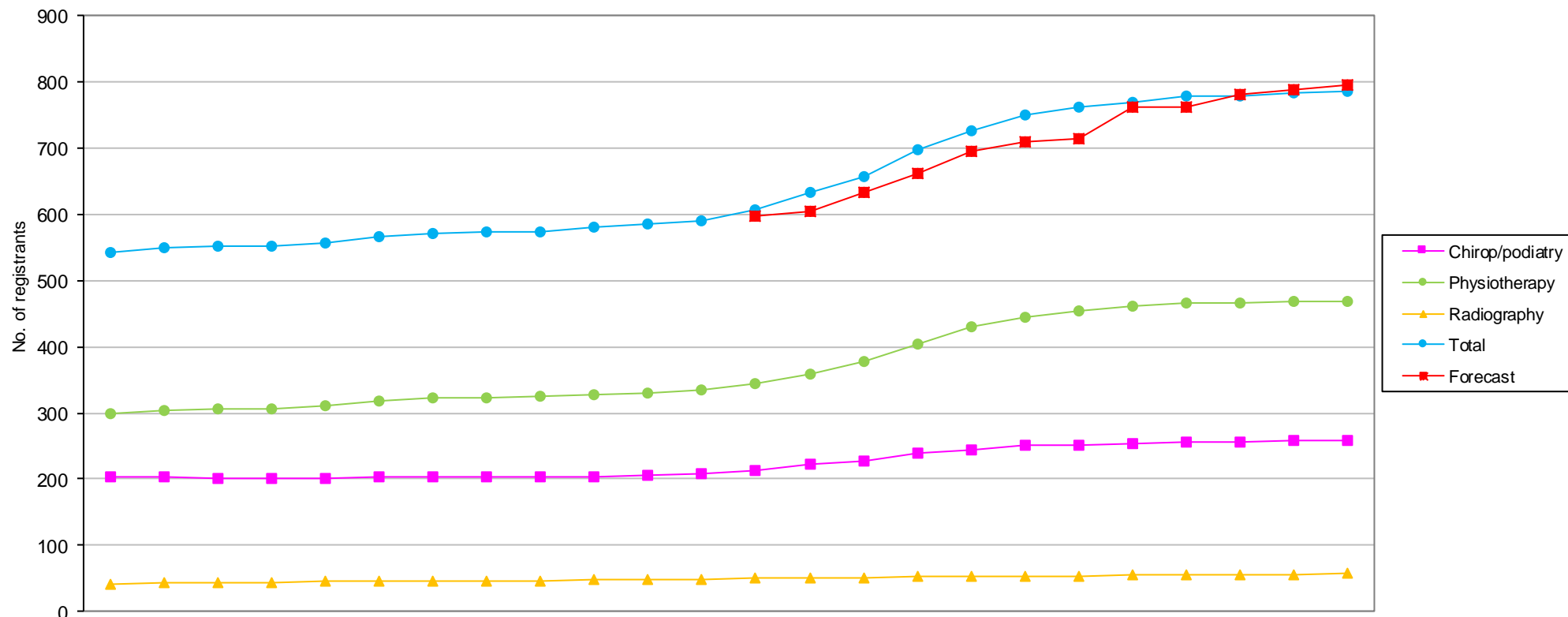
Current status	2014			2015									2016									13/14	14/15	15/16			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
UK incoming	3,411	3,424	2,846	2,621	2,405	4,495	5,821	2,726	2,019	2,746	2,396	3,155	3,090	2,184	2,968	3,344	3,884	4,637	4,574	3,226	2,333	3,520	4,165	3,970	35,733	38,065	41,895
INT incoming	213	257	237	448	338	477	451	302	264	469	478	522	419	369	499	458	448	587	693	1,298	1,082	1,543	1,677	1,548	1,951	4,456	10,621
Average working days	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	2	2	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	5,224	5,267	4,524	3,415	5,063	5,842	5,518	37,684	42,521	52,516

# Health and Care Professions Council

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

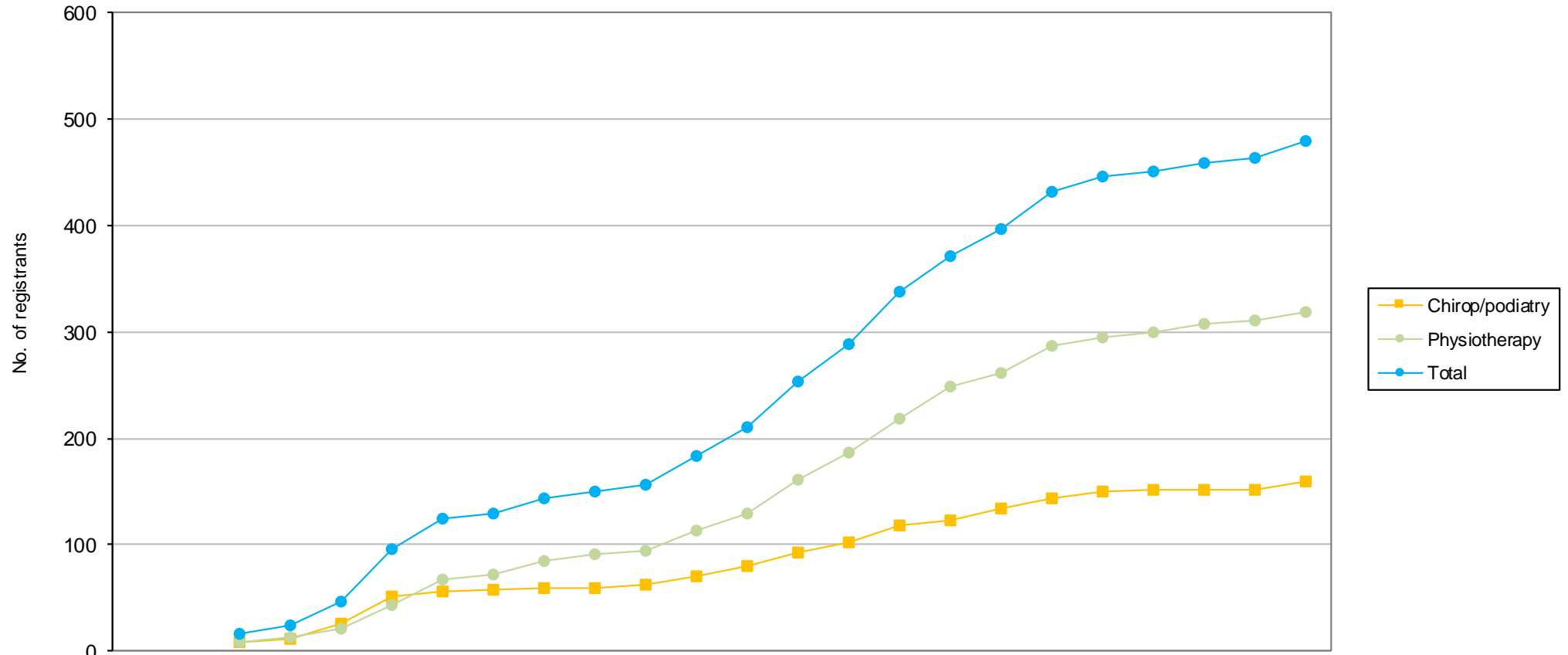
# Operations Directorate

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
<b>Chiropr/podiatry</b>	203	203	201	201	201	203	203	204	203	204	205	208	213	223	228	240	243	251	252	253	257	257	258	259	195	208	259												
<b>Physiotherapy</b>	298	303	307	307	310	319	322	324	325	328	331	334	344	358	377	404	430	445	455	461	466	466	469	469	292	334	469												
<b>Radiography</b>	42	43	43	43	45	45	46	46	46	48	48	49	50	51	52	54	54	54	54	55	55	55	55	57	41	49	57												
<b>Total</b>	543	549	551	551	556	567	571	574	574	580	584	591	607	632	657	698	727	750	761	769	778	778	782	785	528	591	785												
<b>Forecast</b>													597	604	634	661	695	709	714	761	761	781	787	796			796												

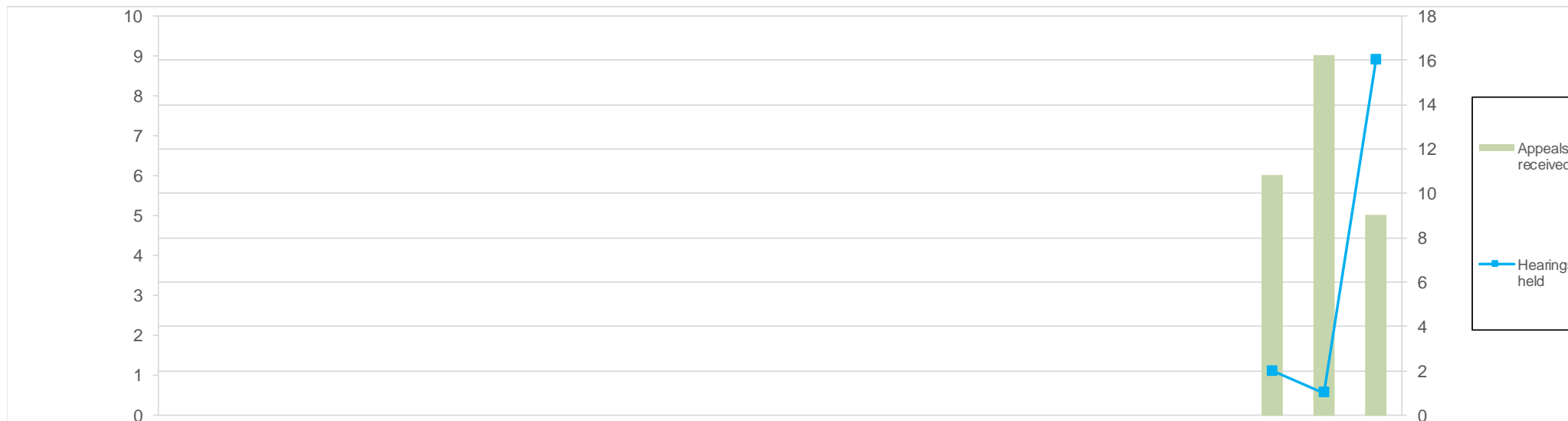
NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 14/15, normalised against the latest monthly actuals available



	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	FYE
<b>Chiropr/podiatry</b>			8	11	26	52	57	58	59	59	62	71	80	92	102	119	123	134	144	150	151	151	152	160	0	71	160
<b>Physiotherapy</b>			8	13	21	44	68	72	85	91	94	113	130	161	187	219	248	262	287	295	300	307	311	319	0	113	319
<b>Total</b>			16	24	47	96	125	130	144	150	156	184	210	253	289	338	371	396	431	445	451	458	463	479	0	184	479

Registration appeals 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	FYE	
Current active cases																											22	
Hearings held																												19
Adjoined/postponed																												0
Withdrawn																												3
Allowed																												2
Dismissed																												9
Substitute decision																												0
Remit to ETC																												5
Appeals received																												20


NOTE: Registration appeals started to be managed by the registration department from 11 January 2016. Historical figures were submitted to Council in previous FTP reports.

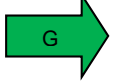
### 3. Project Management Commentary

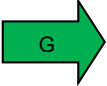

Project Number	Project Name	Project Board		Project Status	
MP64	Education System Build	Project sponsor: Brendon Edmonds Project lead: Matt Nelson		Previous 	Current 
Project Description					
Implementation of the recommendations made during the Education systems and process review project previously undertaken					
Project Scope			Status update		
<p>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;</p> <p>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;</p> <p>Maximisation of new technology to provide automation within data and business processes;</p> <p>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;</p> <p>Review of the Department structure, teams and roles to align with the new system and business processes</p>			<ul style="list-style-type: none"> <li>▪ Both the main system and the additional post go-live functionality have gone live and are in use within the department</li> <li>▪ The integration with Net Regulate is dependent on a simultaneous technical refresh project being undertaken on Net Regulate which is currently due to go live in May 2016.</li> <li>▪ The final issues connected to integrating the system with the HCPC website are being investigated with the intention of releasing this functionality into production in the next few weeks.</li> </ul>		
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	

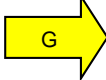
Project Number	Project Name	Project Board	Project Status	
MP 78	HR and Partners systems build	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous 	Current 
Project Description				
Build of an HR and Partners system.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ Implementing improved processes and working practices supported by a new HR and Partners system.</li> <li>▪ Implementing online recruitment for employee and partner applicants</li> <li>▪ Improved data integration with Partner user departments</li> <li>▪ Training and operational manuals</li> </ul>		<ul style="list-style-type: none"> <li>▪ The work on this project has been split into two parts – the development of the HR system and the development of the Partners system.</li> <li>▪ The development of the HR system is almost complete and testing will start shortly. Data clean-up is complete and preparations for training are underway.</li> <li>▪ The development work on the Partners system has commenced in February and preparations for testing are underway.</li> <li>▪ Work on the integration of the Partners system with the Education and FTP case management system are underway.</li> <li>▪ A decision has been taken to include a change of payroll provider into the scope of the project. Due to this change, an exception report was approved by EMT in February to extend the project closure date to December 2016.</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £644,178	£ 184,917	November 2014	At initiation: June 2016 Feb 2016 Exception report: Dec 2016	

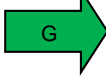
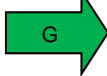


Project Number	Project Name	Project Board	Project Status	
MP 80	Stakeholder Relationship Management system	Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones	Previous 	Current  Closing
Project Description				
To develop an efficient organisation-wide stakeholder relationship management system.				
Project Scope		Status update		
<u>Requirements gathering</u> <ul style="list-style-type: none"> <li>• Identification and procurement of a business analyst;</li> <li>• Business analyst engagement to facilitate and support requirements gathering for the proposed system;</li> </ul> <u>Procurement of supplier</u> <ul style="list-style-type: none"> <li>• Options analysis of potential suppliers for the proposed system;</li> <li>• Identification and tendering of preferred suppliers;</li> </ul> <u>Build</u> <ul style="list-style-type: none"> <li>• Information gathering workshops with supplier</li> <li>• System build</li> <li>• Data migration</li> <li>• User acceptance testing</li> <li>• Employee training in the use of system</li> </ul>		<ul style="list-style-type: none"> <li>▪ Requirements gathering is now complete</li> <li>▪ Due to the issues with installing the system on the Education environment, a decision has been taken to delay the implementation of a technology solution and to concentrate on the business process re-engineering.</li> <li>▪ The business processes have been updated and the end project report is being presented for approval to the May EMT.</li> </ul>		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At initiation: £178,789		£20,559	January 2015	At initiation: May 2016


Project Number	Project Name	Project Board	Project Status	
MP84	405 Kennington Road Fit out	Project sponsor: Marc Seale Project lead: Steve Hall	Previous 	Current  Closed
Project Description				
To manage the fit out of the new HCPC premises at 405 Kennington Road				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ To create:                             <ul style="list-style-type: none"> <li>• A dedicated, modern, high-quality site for the holding of tribunals including separate waiting and working areas for the various participants in FTP tribunals</li> <li>• 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.</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>▪ The building is now operational, hearings are being held and the adjudication team have been relocated.</li> <li>▪ The project end report was approved at the February EMT meeting</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,248,218 At Sept 15 Exception report: £1,297,880 At Nov 15 Exception report: £1,308,106	£ 1,403,280	May 2015	At Initiation : February 2016	

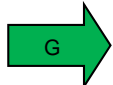
Project Number	Project Name	Project Board	Project Status	
MP81	Professional Qualifications Directive	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current 
Project Description				
To ensure the HCPC remains compliant with the changing European Directive				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ Determine how HCPC will meet the requirements to process applications for EPCs;</li> <li>▪ Amend HCPC processes and potentially systems to allow the introduction of the EPC;</li> <li>▪ Determine how HCPC will adhere to the Directive's requirement to participate in the alert mechanism;</li> <li>▪ Potentially amend HCPC processes and systems to participate in the alert mechanism;</li> <li>▪ 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;</li> <li>▪ Amend HCPC processes and systems to meet the new temporary mobility requirements;</li> <li>▪ Amend HCPC processes and systems to meet the new general system requirements.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Processes and procedures have generally been amended in anticipation of the publication of the legislation.</li> <li>▪ One process is unable to be finalised until the legislation has been published. It is anticipated that this will be published in mid-September.</li> <li>▪ For this reason the project closure date has been extended until October 2016.</li> </ul>		
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	
MP82	Telephone Credit Card Automation and hosting change	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current  Closing
Project Description				
To change our telephone credit card processing systems to remain within technology support				
Project Scope		Status update		
<p>To ensure that all credit and debit card payments made to the HCPC are compliant with PCI DSS requirements, whilst maintaining the following principles:</p> <ul style="list-style-type: none"> <li>Maintain or reduce the workload for registration advisors and finance,</li> <li>Maintain quality of service and appropriate level of compliance during the transition between services,</li> <li>Minimising the risk of fraud accusations against HCPC employees, since callers will know they have not heard any credit/debit card details,</li> <li>No PCI DSS data to traverse HCPC infrastructure,</li> <li>Minimise the telephony call charges by moving telephone provider if necessary (prevent cross network charges),</li> <li>Maintain freedom to switch between payment service providers,</li> <li>Achieve the transfer to a new telephone application and (if necessary) hosting provider by 29 September 2015, or ideally sooner</li> </ul>		<ul style="list-style-type: none"> <li>Dates for all numbers to transfer to the new supplier have been confirmed</li> <li>The secure payment system has now been configured and is in use within the organisation.</li> <li>A number of snagging issues have been identified and these will be resolved in the next couple of weeks.</li> <li>A delay of three months was encountered due to the complexities of configuring the secure payments process. Exception reports were approved in February and March to move the project closure report to March and then May.</li> <li>The project end report will be presented for approval to the May EMT meeting.</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £72,157	£ 66,189	April 2015	At Initiation: Sept 2015 Sept 2015 Exception report: Feb 2016 Feb 2016 Exception report: Mar 2016 Mar 2016 Exception report: May 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 	Current 
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		
<ul style="list-style-type: none"> <li>▪ To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ To increase pro-active Registration-related communication with applicants and registrants, using technology-based automation therefore without significantly increasing the workload of Registration employees.</li> <li>▪ 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.</li> </ul>		<ul style="list-style-type: none"> <li>▪ High level design principles have been defined.</li> <li>▪ The procurement process has completed through the G-Cloud and a supplier has been engaged.</li> <li>▪ The architectural design for the system is currently being determined.</li> <li>▪ Work on the user screens has commenced.</li> <li>▪ Development will continue throughout spring and summer and we anticipate undertaking testing towards the end of the calendar year.</li> </ul>		

<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪</li> </ul>			
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £ 3,983,580	£ 107,508	August 2015	At Initiation: May 2020

Project Number	Project Name	Project Board	Project Status	
MP87	PCI / DSS	Project sponsor: Marc Seale Project lead: Andy Gillies	Previous	Current 
<b>Project Description</b>				
The PCI / DSS project will undertake and audit to assess our processes around card payment and will implement any recommendations from the audit.				
<b>Project Scope</b>			<b>Status update</b>	
<p><b>Phase 1</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Validation of a Self-Assessment Questionnaire (SAQ) by PCI consultant after strategies have been implemented.</li> </ul> <p><b>Phase 2</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>			<ul style="list-style-type: none"> <li>The audit was undertaken on 4<sup>th</sup> May 2016 and we are awaiting the report from the QSA.</li> </ul>	
<b>Project Budget History</b>	<b>Committed spend</b>	<b>Date of Initiation</b>	<b>Project End Date History</b>	
At Initiation: £75,000	£2,306	February 2016	At Initiation: May 2016	

Project Number	Project Name	Project Board	Project Status	
MP86	Establishing the new tribunal service project	Project sponsor: Kelly Holder Project lead: Zoe Maguire	Previous	Current 
<b>Project Description</b>				
The project will establish the Health and Care Professions Tribunal Service (HCPTS).				
<b>Project Scope</b>		<b>Status update</b>		
<ul style="list-style-type: none"> <li>▪ New Corporate identity for the Health and Care Professions Tribunal Service (HCPTS)</li> <li>▪ Recruitment and establishment of the proposed Tribunal Advisory Committee (TAC)</li> <li>▪ Documented policies and agreements for the new tribunal service including:-                             <ul style="list-style-type: none"> <li>○ An Operational Framework Agreement</li> <li>○ Fitness to Practise Operating Protocol</li> <li>○ Revised Internal Guidance documents including FOGs and Policies</li> <li>○ Revisions to existing Practice Notes</li> </ul> </li> <li>▪ HCPTS website separate to the HCPC website.</li> <li>▪ HCPTS stationery and letterhead</li> <li>▪ New bilingual brochure introducing HCPTS</li> <li>▪ Updates to the existing FTP Case Management system to reflect the new tribunal service</li> <li>▪ Changes to the HCPC website to remove information and search facilities that are now provided by the HCPTS website</li> <li>▪ Revised 'Information for Witnesses' brochure to reflect the new tribunal service</li> </ul>		<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>		
<b>Project Budget History</b>	<b>Committed spend</b>	<b>Date of Initiation</b>	<b>Project End Date History</b>	
At Initiation: £178,255 (subject to Council approval)	-	February 2016	At Initiation: April 2017 (subject to Council approval)	



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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	2016											
		January	February	March	April	May	June	July	August	September	October	November	December
	<b>Chief Executive &amp; Registrar's Dept</b>												
	<b>Registrations - R Houghton</b>		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	
	<b>Education - A Gorringe</b>		IARA				BPI						
7.5.2	Operations NNW						BPI						
	Operations SES						BPI						
	Communications & Development						BPI						
	Quality Assurance						BPI						
	Policy & Development						BPI						
	<b>Secretariat - (L Lake:Mat Lv)</b>			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	<b>Fitness to Practise- Kelly Holder</b>												
	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	<b>Policy - M Guthrie</b>						BPI						
4.2.4	<b>&amp; Dept Info Sec</b>						BPI						



	RISK Based Audit from January 2008 onwards	2016											
		January	February	March	April	May	June	July	August	September	October	November	December
7.4.2 / 7.4	Disaster Recovery / BCM	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner							
	EMT/CDT	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner							
	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								
	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

**4.3 ISO9001 Audits & updated processes**

The ISO9001:2008 recertification two day audit (April 20-21<sup>st</sup>) 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.

The Quality Policy reflects the requirements of the recent ISO9001:2015 version and other related standards. Some core documentation can now be used across all standards to which we certify. Finance Transactions processes have been updated, following the completion of the Semafore PCI-DSS project. The DeepStore mine archive in Cheshire will be visited in early May, with FTP, Registration and BPI on site to check on the condition of records, retention schedule adherence and cataloguing of the archive.

**4.4 ISO10002 Audits & updated processes**

HCPC achieved certification to ISO10002:2014 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	July 2016	Not yet commenced	August 2016	Not yet commenced
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.

**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 2016	May/June 2016	June 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 May/June within specific departments. HCPC Partners and Council Members will be trained slightly later in the year.

The Continuing Assessment Visit for ISO27001 took place on 26<sup>th</sup>-27<sup>th</sup> April. One minor non conformance, two observations and one opportunity for improvement were reported. We have been recommended to retain our certification. A new certificate has been produced with a statement of applicability dated March 2016.

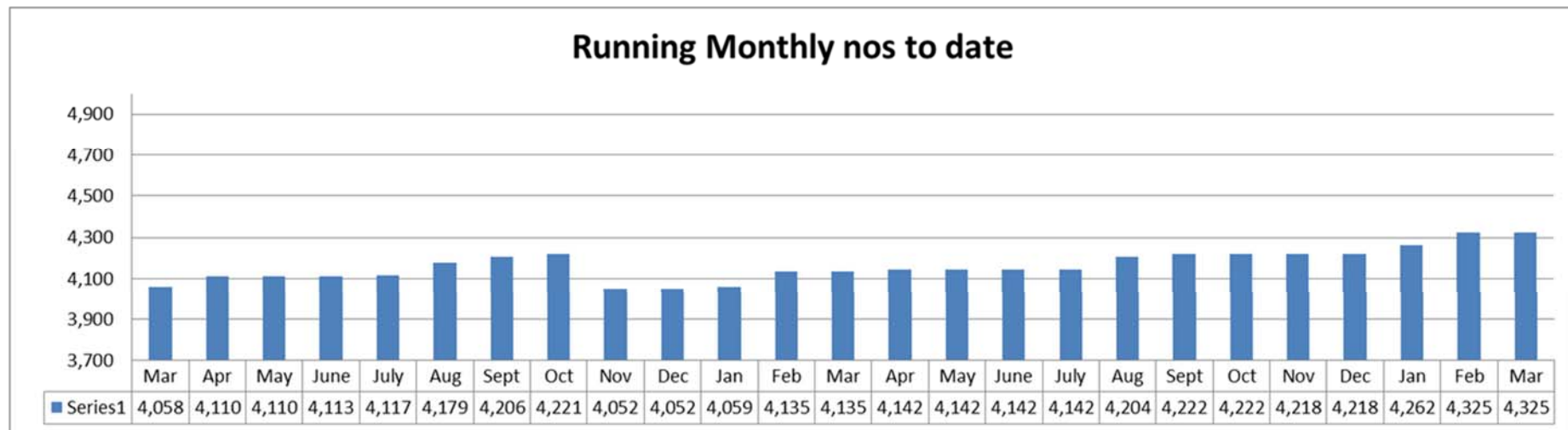
This followed a continual drip feed to employees around information security compliance via the intranet, ably assisted by the Internal Communications department.

**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 consider Bring Your Own Device (BOYD) for business continuity purposes only, where strict security controls are in place.

**4.9 Information & Reporting Activity**

The graph below shows current carton/box numbers within the archive system, (2014 January to December 2015). 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 will occur early in May.



**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. One contractor is onsite to cover for one employee on vacation.

A consultation on the organisation of the Facilities Department has begun and will conclude on 1 June. At this time, an external recruitment campaign will begin to fill the post of Facilities Manager.

#### 5.1 Incoming Mail including Special Delivery Volumes

