

Operations Report to Finance & Resources Committee, 22nd November 2010

Contents

<u>Department</u>	<u>Page</u>
Registration Department – Richard Houghton	2
Project Management – Denis Risman	10
Facilities Management – Steve Hall	12
Business Improvement – Roy Dunn	13

Registration Department – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 August to 31 October 2010.

1) Operational Performance

a) Telephone Calls

i) **UK Telephone Calls** - During the period from 1 August to 31 October 2010 the team answered a total of 21,785 telephone calls which is 425 more than the same period two years ago.

ii) **International Telephone Calls** - During the period from 1 August to 31 October 2010 the team answered a total of 4,411 telephone calls which is 912 more than the same period last year.

b) Application Processing

i) **UK Applications** - A total of 4,894 new applications were received during this period and 4,761 individuals were registered, which is 372 more than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) **International Applications** - A total of 743 new international applications were received in this period and 365 individuals were registered which is 54 more than the same period last year.
iii) **Grandparenting Applications** – A total of 61 new grandparenting applications were received in this period and 19

individuals were registered which is 13 more than the same period last year.

c) Emails

i) **UK Emails** - The team received approximately 100 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

ii) **International Emails** - The team received approximately 20 emails per day and managed to respond to these on average within one day of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit

Assessment days continued to be held during this period.

e) Registration Renewals

At the start of September 2010, 10,141 renewal forms were sent to operating department practitioners. As at the 2 November 2010 a total of 7,902 had successfully renewed their registration for the next two-year cycle with 49% renewing online.

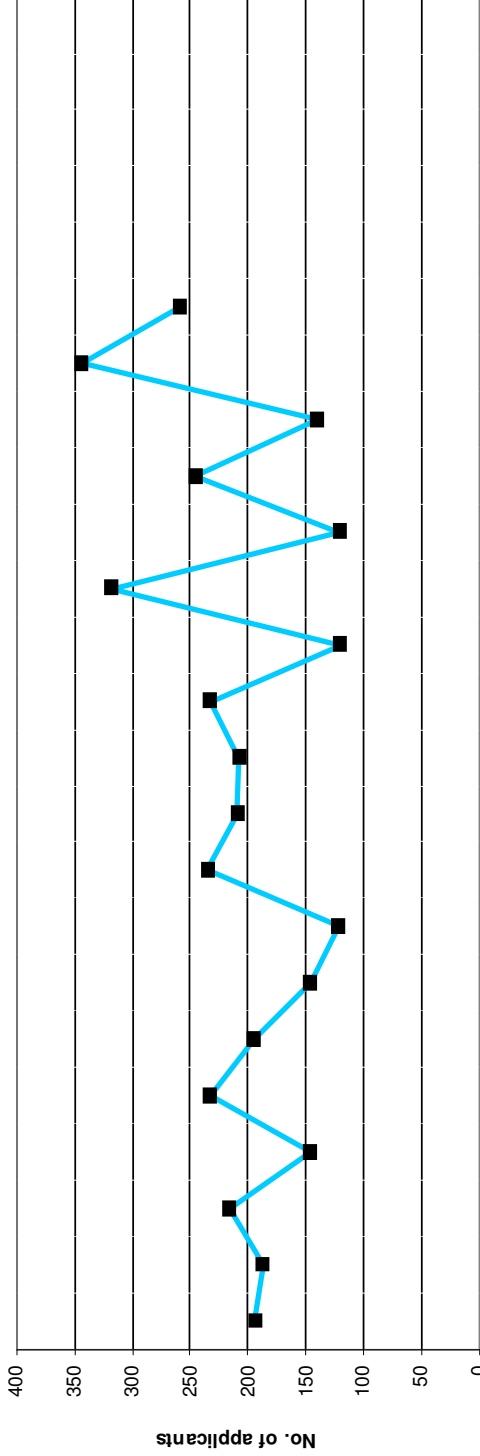
2) Resource

a) Employees

The department is operating within the budgeted headcount.

Health Professions Council

New International Applications Received April 2009 - March 2011



	2010												2011												2008/9	09/10	10/11
	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	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3	4	2	5	1	16	12	17					
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14	31	19	41	26	307	290	176					
Chirops/Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0	3	1	3	3	23	34	19					
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4	7	4	9	8	50	61	43					
Dietitians	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7	16	6	16	15	132	137	85					
Hearing aid disps+													0	0	0	0	0	0	0			0					
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14	29	20	54	46	404	340	237					
ODPs	3	0	1	1	2	0	0	0	1	1	1	1	0	2	0	2	0	1	0	8	10	5					
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	3	1	2					
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3	6	1	8	4	46	50	29					
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38	70	42	95	78	774	745	451					
Pract psychs*													14	27	14	24	11	34	26		211	150					
Prosth/Orthotists	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	2	9	3	5					
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17	43	25	61	37	364	312	251					
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6	11	8	15	13	154	173	78					
Total	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259	2,290	2,379	1,548					

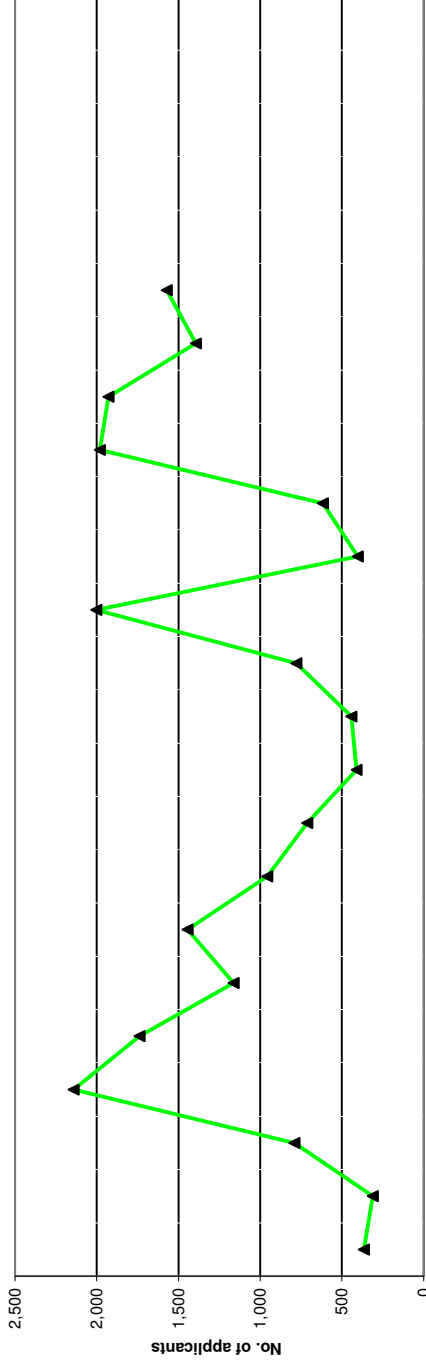
All received applications, including those that may subsequently be returned, rejected or withdrawn.

* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010

Health Professions Council

New UK Applications Received April 2009 - March 2011

Registration Department



	2009												2010												2011												2005/6		2006/7		2007/8		2008/9		09/10		10/11	
	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	FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Arts therapists	22	14	90	318	356	243	231	145	73	46	54	111	44	40	47	235	384	263	229	18	15	14	29	29	37	31	18	15	14	29	29	37	31	234	184	170	235	170	235	235	234	234	173					
Bio. scientists	45	44	16	61	120	121	37	35	19	12	28	111	43	50	64	83	122	105	99	43	50	64	83	122	105	99	43	50	64	83	122	105	99	690	689	689	836	689	836	836	831	831	566					
Chirop/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4	15	134	114	67	40	1	4	15	134	114	67	40	1	4	15	134	114	67	40	155	145	167	282	167	282	282	429	429	375					
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18	18	23	19	9	18	32	18	18	23	19	9	18	32	18	18	23	19	9	18	399	341	415	469	415	469	469	218	218	137					
Dietitians	16	8	54	151	60	36	51	13	15	6	2	32	17	10	34	145	84	44	62	17	10	34	145	84	44	62	17	10	34	145	84	44	62	367	331	359	452	359	452	452	444	444	396					
Hearing aid disps+ OTs	55	41	90	318	356	243	231	145	73	46	54	111	1,577	2	5	2	13	10	13	1,577	2	5	2	13	10	13	1,577	2	5	2	13	10	13	1,544	1,327	1,321	1,873	1,321	1,873	1,873	1,763	1,763	1,242					
ODPs	34	16	9	12	11	6	9	4	3	0	0	0	38	10	10	11	70	182	171	38	10	10	11	70	182	171	38	10	10	11	70	182	171	754	668	804	636	804	636	636	508	508	492					
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0	0	1	14	26	5	5	0	0	0	1	14	26	5	5	34	41	41	106	41	106	106	46	46	51										
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69	56	101	92	112	211	66	69	56	101	92	112	211	1,247	807	931	1,402	931	1,402	1,402	1,158	1,158	707												
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57	87	554	465	237	216	43	57	87	554	465	237	216	2,051	2,120	2,276	2,531	2,276	2,531	2,531	2,221	2,221	1,659												
Pract psychs*	1	1	1	1	3	1	12	8	3	4	1	1	92	93	117	73	70	88	253	92	93	117	73	70	88	253																						
Prosthodontists	1	1	1	1	3	1	12	8	3	4	1	1	1	1	1	0	1	2	19	1	1	1	0	1	2	19	46	32	35	51	35	51	51	37	37	25												
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11	124	449	300	121	97	6	11	124	449	300	121	97	1,008	1,051	1,108	1,377	1,108	1,377	1,377	1,251	1,251	1,108												
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22	24	126	140	112	107	24	22	24	126	140	112	107	748	582	655	834	655	834	834	759	759	555												
Total	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616	1,980	1,929	1,394	1,571	2,002	402	616	1,980	1,929	1,394	1,571	9,497	8,319	8,971	11,084	8,971	11,084	11,084	12,037	12,037	9,894												

* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register

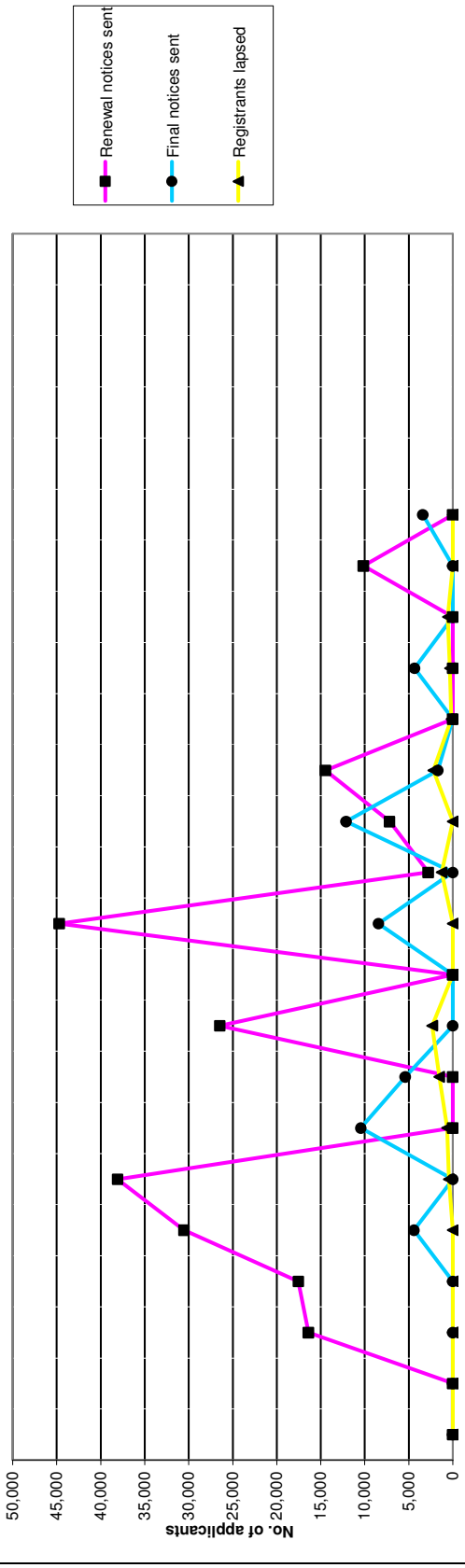
** Practitioner psychologists migrated in bulk not included in monthly total for July 2009

+Hearing Aid Dispensers migrated on in April 2010

Health Professions Council

Renewal Information April 2009 - March 2011

Registration Department

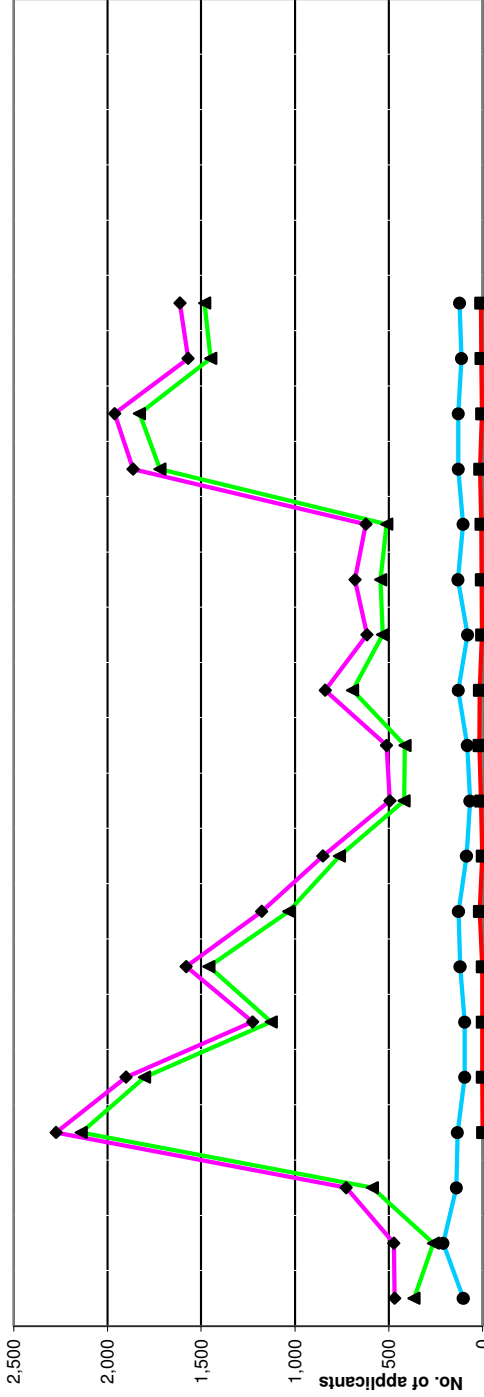


	2009												2010												2011					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2005/6	2006/7	2007/8	2008/9	09/10	10/11
Renewal notices sent	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451	0	0	0	10,141	0	0	0	0	0	0	142,363	27,711	153,982	29,138	176,570	31,757
Final notices sent	0	0	0	0	4,391	10,456	5,396	0	8,440	0	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0	0	0	36,261	25,909	50,531	9,546	28,683	21,560
Total	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	4,043	19,281	18,355	162	4,650	565	10,141	3,409	0	0	0	0	178,624	53,620	204,513	38,684	205,253	53,317	
Registrants lapsed	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204	162	315	565	0	0	0	0	0	0	9,448	5,388	8,885	5,550	6,259	3,246	

Health Professions Council

New Registrants April 2009 - March 2011

Registration Department



	2009												2010												2011												2005/6	2006/7	2007/8	2008/9	09/10	10/11			
	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	FYE	FYE	YTD			
G/pting*	102	210	139	134	96	96	2	2	2	2	15	2	8	17	15	80	131	104	130	129	113	123	4	5	7	14	4	7	8	283	9	0	63	49											
Intern	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511	1,720	1,829	1,450	1,482	617	680	622	1,864	1,962	1,570	1,613	3,107	8,870	8,355	10,774	11,069	8,069													
UK	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	622	1,864	1,962	1,570	1,613	14,876	12,325	10,226	12,530	12,519	8,928																				
Total																																								14,876	12,325	10,226	12,530	12,519	8,928

* No grandparenting registrations until practitioner psychologist section of register opened 1st July 2009

Project Management – Denis Risman

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project Name	Project Description	Project Sponsor	Project Lead	Budget* 2010/11	Project End Date	Commentary	Previous Status	Status
MP36	FTP case management system Phase 2 - Build	Implementation of a single case management system for the FTP department	Marc Seale	Kelly Johnson	£62.3 (O) £563 (C)	Sep 2011	<ul style="list-style-type: none"> Phase 2 budget has been prepared and agreed by Marc Seale. The phase 2 is all about the development of CMS and SharePoint and this can now commence. Project plan is in the process of adjusting to accommodate the development. We have selected Semafone as preferred supplier. Future steps: official announcement of our decision, signing of a legal contract with the supplier, implementation of a solution. 		
MP45	Credit card automation	Review of credit card handling process to ensure compliance with PCI/DSS legislation	Marc Seale	Gary Butler	£50 (O)	Mar 2011	<ul style="list-style-type: none"> Development work is in progress and on schedule. The development work is anticipated to conclude by 31 Dec 2010 to avoid VAT increase in the amount of 2%. Meetings with GSCC are ongoing. The plan will be amended to reflect legislation to start the Parliamentary process in December. Weekly and monthly project meetings are set and on-going. 		
MP50	Net Regulate changes 2010-11	9 Net Regulate changes as approved through the Departmental project prioritisation process	Greg Ross-Sampson	Richard Houghton	£12.5 (O) £112 (C)		<ul style="list-style-type: none"> It has been decided at the Project Board meeting on 7 October that no further work will be undertaken in relation to the Net Regulate changes until the review had been completed by the government. At the moment, no project management involvement is needed as no technology development is planned. Project is dependant on the Government review hence the Amber arrow. 		
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	£337.75	Apr 2011	<ul style="list-style-type: none"> Property strategy paper was presented and approved by F&R and the Council in September. EA will be provided with HPC offer as soon as possible. 		
MP31	Vetting and Barring Scheme Phase 2 - registrants	Operational and technology changes to comply with the requirements of the ISA protecting children and vulnerable adults	Kelly Johnson	Eve Seall	£7 (C)	Apr 2011			
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	TBD	Aug 2011			

MP48	Registrant Communications Preferences	Process and technology change implementation project to store & use registrants' publication preferences e.g. Braille, Welsh, Audio etc	Greg Ross Sampson	Richard Houghton	£12.8 (O) £35 (C)	Apr 2011	<ul style="list-style-type: none"> FDS document was drafted, reviewed and agreed. The development work is in progress. 		
MP53	Enhancements of on-line Register	To make on-line information and search more accessible and to bring hpecheck in line with corporate visual identity	Jacqueline Ladds	Tony Glazier	TBD	Apr 2011	<ul style="list-style-type: none"> We are currently waiting for Reading Room to provide us with a proposal for additional work before we can proceed fully with the project. Initiation meeting with the Project Lead is yet to take place in order to give the project proper direction. The project is in danger of missing the deadline as there are too many uncertainties regarding the project. Mitigation is in place. 		n/a

* All amounts in £000's [(C) = Capex; (O) = Opex]

Key:

Green (G) – Project is due to meet deadline

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

Red (R) – Project has missed deadline



Status of project has improved since last reporting cycle
Status of project is static since last reporting cycle
Status of project has declined since last reporting cycle

Facilities Management – Steve Hall

Staffing

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

Health & Safety

No Health & Safety incidents since last report.

Building Refurbishments

All building refurbishment projects planned for the current financial year have been completed. Planning for the next financial year has commenced and proposed projects include

- Refurbishment to bridge between Park house and 20 Stannary Street
- Redecoration to 22-26 Stannary Street and areas within 20 Stannary Street not dealt with in current financial year
- Replacement of windows within Park House

Business Process Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. Fitness to Practise, and Policy and Standards, have been audited. The new archive has had a preliminary audit and will be given a more thorough examination in December. As a part of our internal audit process, our scanning and copying service provider will be audited this month.

QMS process updates

HR Partners are reviewing their processes over the summer, and updated many areas.

British Standards Institute (BSI) External Audit

Lisa Clarke, the external auditor will be auditing the Policy and Standards, UK Registrations, HR internal processes and Partner HR processes on the 23rd November. A new auditor will then take over from April 2011 onwards.

Business continuity

No changes currently other than monthly list updates. Preparing to plan Communications exercise.

Information security management

Customisation for our cross organisation Information Security training solution are being designed.

ISO27001 background work is progressing. An initial Information Security policy for the ISMS has been signed off by EMT in September. Initial collection of Information Assets lists are underway, and are being populated in the vsRisk tool. These

data will ultimately be used with mitigations and risk assessments to produce the Statement of Applicability.

All related information security policy items will be circulated to the Finance & Resources Committee in one package.

Information & data management

QMS and HPC intranet integration. Post roll-out changes have been designed and have been implemented by the developer.

BPI are looking at possible scanning and presentation systems to speed up CPD and International / Grandparenting assessment processes. This will save storage space, make us less dependant on postal and courier services, and potentially speed up part of the process. Security of the system is of course highly important. A trial of the system is being organised in November, initially in Park House.

Tom Berrie will be presenting “Where do we come from?” a view of the origins of HPC, at the HPC all-staff meeting on 10th November.

Risk Register

Specific risks around implementing HPC’s actions from the White Paper “Liberating the NHS: Report of the arm’s-length bodies’ review “are included in the current published version.