

Operations Report to Finance & Resources Committee, 27th January 2011

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Registration Department – Richard Houghton

Summary

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

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 November to 31 December 2010 the team answered a total of 10,779 telephone calls which is 1,203 more than the same period two years ago.

ii) International Telephone Calls - During the period from 1 November to 31 December 2010 the team answered a total of 2,272 telephone calls which is 474 more than the same period last year.

b) Application Processing

i) UK Applications - A total of 1,403 new applications were received during this period and 1,474 individuals were registered, which is 323 less 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 465 new international applications were received in this period and 316 individuals were registered which is 102 more than the same period last year.

iii) Grandparenting Applications – A total of 32 new grandparenting applications were received in this period and 22 individuals were registered which is 5 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. This year a record total of 95.5% successfully renewed their registration for the next two-year cycle, which is an improvement of 1.2% compared to the last renewal period. A total of 4,802 registrants renewed online which represents 47% of those registrants invited to renew their registration.

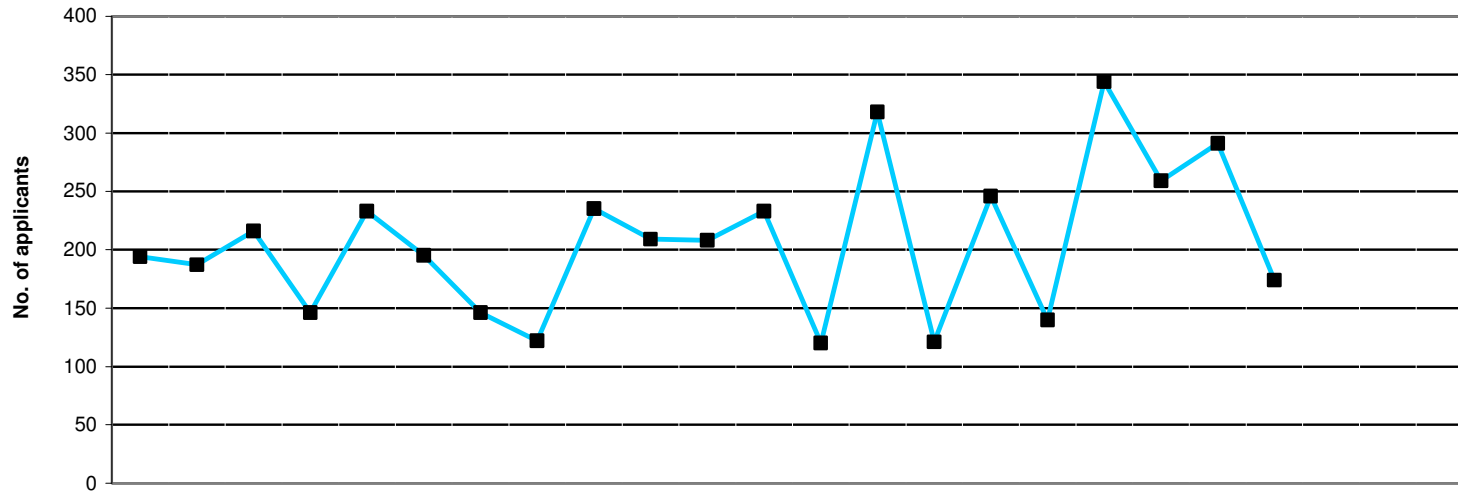
2) Resource

a) Employees

The department is operating within the budgeted headcount.

Health Professions Council

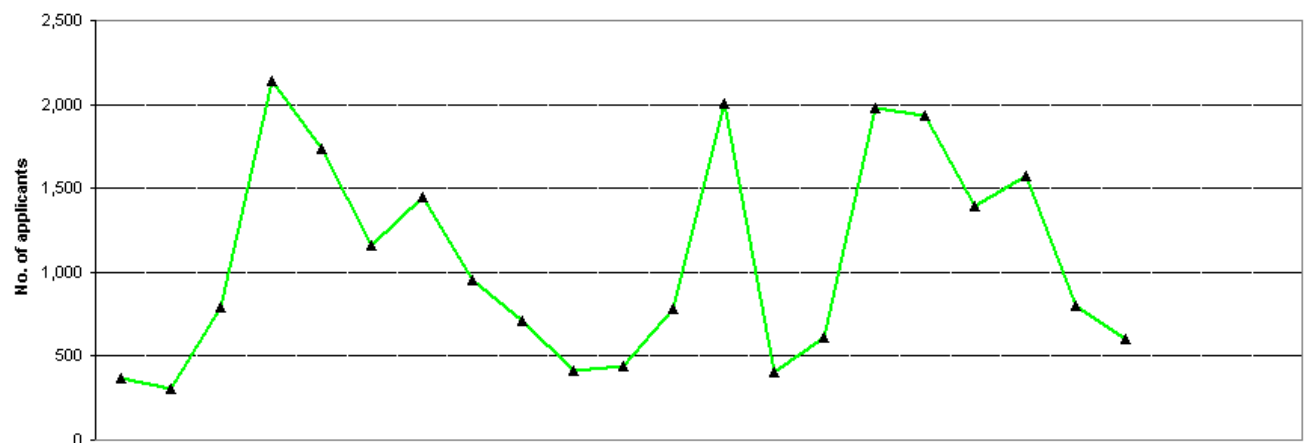
New International Applications Received April 2009 - March 2011



	2009			2010									2011									2008/9 FYE	09/10 FYE	10/11 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar	
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3	4	2	5	1	2	0				16	12	19	
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14	31	19	41	26	32	23				307	290	231	
Chirops/ Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0	3	1	3	3	2	0				23	34	21	
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4	7	4	9	8	7	4				50	61	54	
Dietitians	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7	16	6	16	15	16	6				132	137	107	
Hearing aid disps+													0	0	0	0	0	0	0	4	0							4
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14	29	20	54	46	42	29				404	340	308	
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2	0	2	0	1	0	0	1				8	10	6	
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1				3	1	3	
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3	6	1	8	4	2	1				46	50	32	
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38	70	42	95	78	86	58				774	745	595	
Pract psychs*				2	11	13	13	16	28	22	21	30	14	27	14	24	11	34	26	25	11						211	186
Prosth/Orthotists	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	2	2	0				9	3	7	
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17	43	25	61	37	47	26				364	312	324	
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6	11	8	15	13	24	14				154	173	116	
Total	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259	291	174				2,290	2,379	2,013	

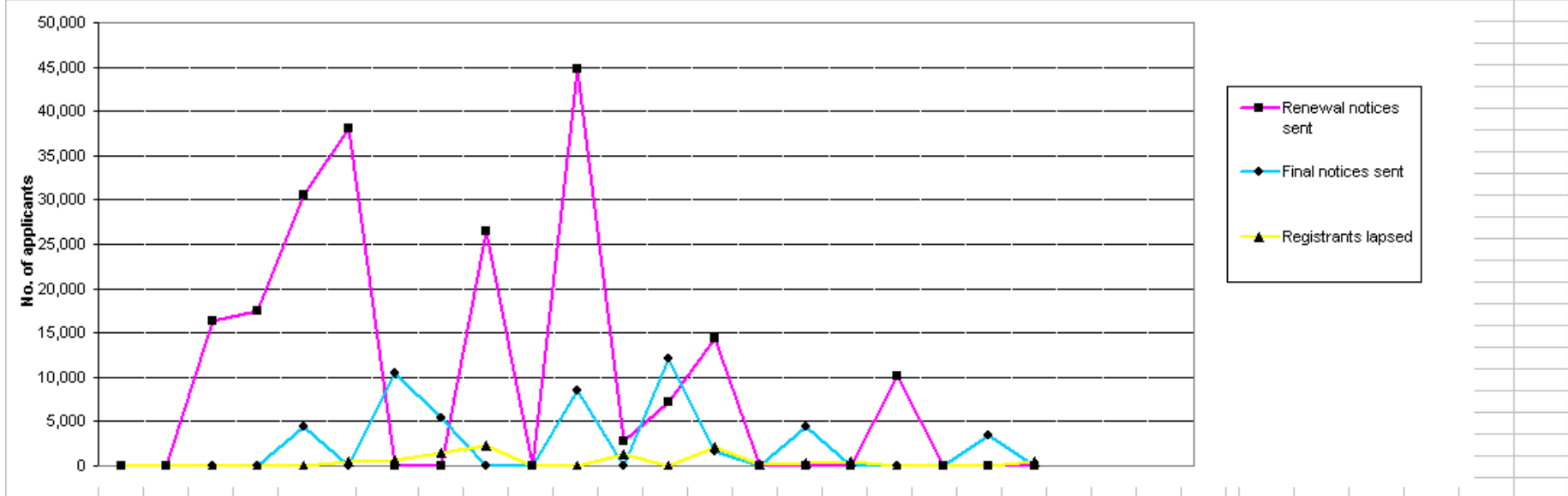
All received applications, including those that may subsequently be returned, rejected or withdrawn.

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

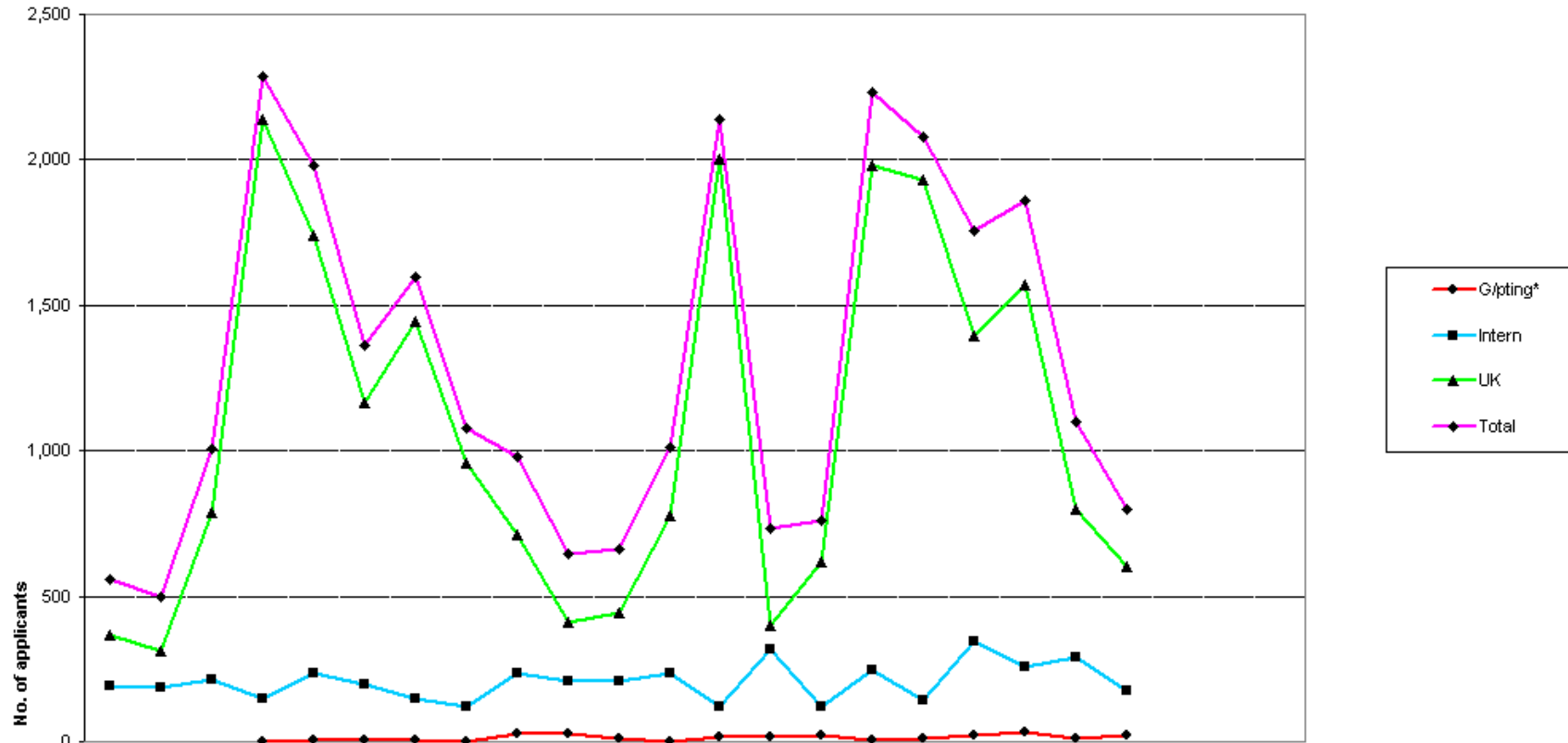


	2009			2010									2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
Arts therapists	22	14	23	22	35	24	26	23	14	10	6	15	18	15	14	29	29	37	31	23	8				234	184	170	235	234	204	
Bio. scientists	45	44	45	93	106	85	94	88	78	56	46	51	43	50	64	83	122	105	99	78	77				912	690	689	836	831	721	
Chirops/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4	15	134	114	67	40	18	14				155	145	167	282	429	407	
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18	18	23	19	9	18	17	16				399	341	415	469	218	170	
Dietitians hearing aid dispense+	16	8	54	151	60	36	51	13	15	6	2	32	17	10	34	145	84	44	62	16	8				367	331	359	452	444	420	
OTs	55	41	90	318	356	243	231	145	73	46	54	111	44	40	47	235	384	263	229	132	84				1,544	1,327	1,321	1,873	1,763	1,458	
ODPs	34	16	9	16	61	120	121	37	35	19	12	28	38	10	10	11	70	182	171	30	32				754	668	804	636	508	554	
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0	1	14	26	5	5	0	0				34	41	41	106	46	51	
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69	56	101	92	112	211	98	90				1,247	807	931	1,402	1,158	895	
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57	87	554	465	237	216	100	61				2,051	2,120	2,276	2,531	2,221	1,820	
Pract psychs*				15564**	68	92	250	317	256	98	111	160	92	93	117	73	70	88	253	175	145									2,458	1,106
Prosth/orthotists	1	1	1	1	3	1	12	8	3	4	1	1	1	1	0	1	1	2	19	5	3				46	32	35	51	37	33	
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11	124	449	300	121	97	36	17				1,008	1,051	1,108	1,377	1,251	1,161	
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22	24	126	140	112	107	62	39				746	582	655	834	759	656	
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	800	603				9,497	8,319	8,971	11,084	12,357	11,297	

* 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



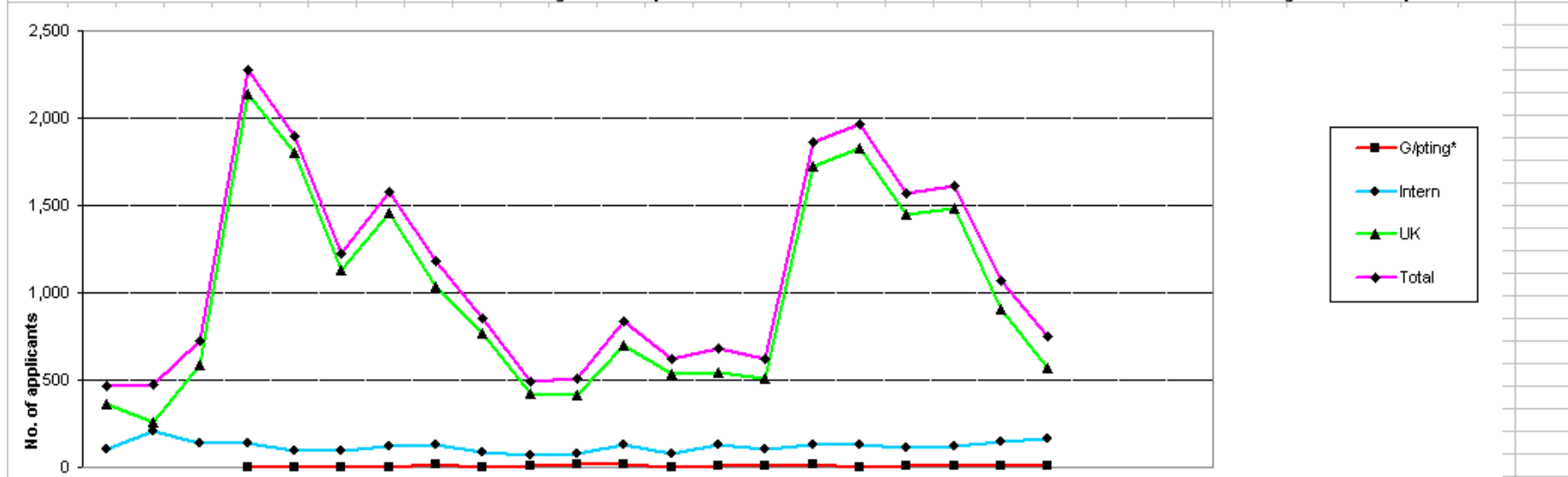
	2009			2010									2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Renewal notices sent	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451	0	0	0	10,141	0	0	0				142,363	27,711	153,982	29,138	176,570	31,757
Final notices sent	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0	12,116	1,700	0	4,335	0	0	0	3,409	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	0	3,409	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	465				9,448	5,388	8,885	5,550	6,259	3,711



Apps Received	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	FYE	FYE	FYE	FYE	FYE	YTD
G/pting*				1	8	5	7	1	30	28	12	1	17	15	23	6	10	20	31	11	21				2,479	20	0	92	93	154
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259	291	174				4,626	3,504	2,300	2,290	2,324	2,013
UK	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	800	603				9,497	8,319	8,971	11,199	11,251	11,297
Total	559	497	1,006	2,287	1,979	1,363	1,597	1,079	978	647	663	1,013	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798				16,602	11,843	11,271	13,581	13,668	13,464

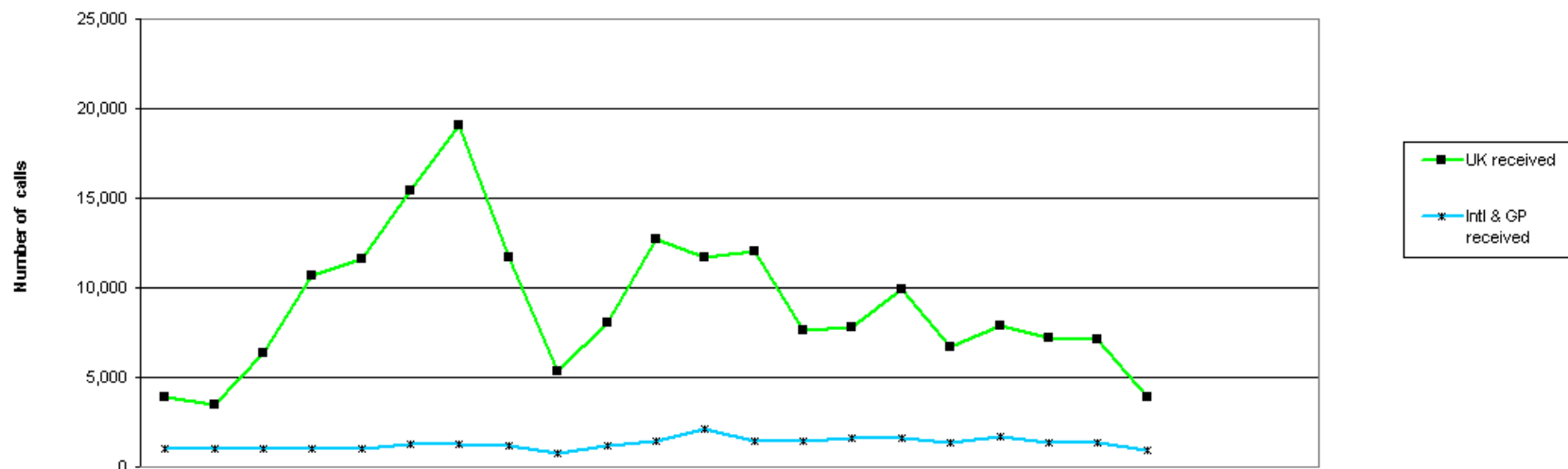
NB The data relates to application forms received, not total fees received.

* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



	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	FYE	FYE	FYE	FYE	FYE	YTD	
G/ptin q*				0	2	2	2	15	2	8	17	15	4	5	7	14	4	7	8	12	10					2,295	283	9	0	63	71
Intern	102	210	139	134	96	96	119	128	86	67	81	129	80	131	104	130	129	113	123	150	166					3,107	3,172	1,862	1,756	1,387	1,126
UK	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	904	570					9,474	8,870	8,355	10,774	11,069	9,543
Total	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	1,066	746					14,876	12,325	10,226	12,530	12,519	10,740













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





	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	FYE	FYE	FYE	FYE	FYE	YTD
Intl & GP																														
Intl & GP received	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	1,211	1,419	2,130	1,471	1,438	1,651	1,584	1,348	1,667	1,396	1,395	953				40,070	19,612	14,428	12,732	14,348	12,903
Answered	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157	1,321	1,883	1,347	1,371	1,551	1,499	1,261	1,608	1,366	1,347	925				33,467	17,896	13,388	11,397	14,185	12,275
Calls answered (%)	96	94	98	98	99	96	94	92	94	96	93	88	92	95	94	95	94	97	98	97	97				84	92	93	90	95	95
Adandoned	45	64	23	18	15	52	77	96	52	54	98	247	124	42	100	85	87	59	30	48	32				6,627	1,716	1,040	1,335	841	607
Avg answer time (sec)	24	21	15	18	20	34	44	54	42	34	52	75	65	56	50	50	54	38	31	32	31				25	14	13	36	36	45
Avg talk time (min)	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40				2.32	2.64	2.79	3.25	3.18	3.43
UK																														
UK received	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329	8,034	12,693	11,653	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902				70,233	72,488	123,967	92,018	119,887	70,115
Answered	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814				50,518	67,493	91,923	78,293	111,573	66,758
Calls answered (%)	99	99	99	99	98	92	84	87	96	97	94	93	92	95	95	93	96	97	98	98	98				70	93	79	92	95	96
Adandoned	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	953	355	430	678	258	262	180	153	68				10,719	6,335	32,034	13,725	8,314	3,337
Avg answer time (sec)	14	14	12	21	26	61	118	137	35	32	48	60	62	42	45	59	40	36	29	27	27				64	45	102	85	48	41
Avg talk time (min)	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47				1.78	2.16	2.65	2.58	2.37	2.44

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"> Updated plan is being prepared and will be finalised shortly. FTP Web Service Interface has been developed by DSL. SharePoint development on track to be finalised within 3 weeks. All suppliers meeting took place to bring all involved up to speed for the development phase. 		
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"> Contract signed and the project kick off meeting re development is scheduled for 2 Feb 2011. Project is on track to be delivered by the end of March 2011. 		
MP50	Net Regulate changes 2010-11	9 Net Regulate changes as approved through the Departmental project prioritisation process as well as EMT re-prioritisation on 6 July 2010.	Greg Ross-Sampson	Richard Houghton	£12.5 (O) £112 (C)	Mar 2011	<ul style="list-style-type: none"> DSL concluded the design work and system testing. All UAT scripts are signed off. Solution deployed to our test environment. UAT starts on 19 January. Time and resources are allocated by REG, FIN, and EDU. 		
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	£338	Apr 2011	<ul style="list-style-type: none"> Meetings with GSCC are ongoing. Meeting with GSCC about data transfer are set up. Meeting will take place on 28 and 31 January 2011. 		
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	TBD	Aug 2011	<ul style="list-style-type: none"> We received a permission by F&R to proceed with an offer for purchase of the additional premises. Work is on this project is on-going. 		
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"> DSL concluded development and system test. UAT scripts are signed off. Solution deployed to our test environment. UAT starts on 19 January 2011 with UAT team already allocated. UAT will be conducted along side NetReg Changes UAT 		

MP53	Enhancements of on-line Register	To make on-line information and search more accessible and to bring hpcheck in line with corporate visual identity	Jacqueline Ladds	Tony Glazier	£50	Apr 2011	<ul style="list-style-type: none"> ▪ After initial issues with the external supplier the project is progressing well at the moment. ▪ Reading Room and DSL functional and technical specification documents signed off and provided to NCC to prepare a report on architectural assurance. This is our first milestone. ▪ NCC resource for architectural assurance report confirmed for 17 January. Work planned for 7.5 days with additional 5-7 days for review and sign off. This is our second milestone. ▪ Third milestone on 16 Feb is on the critical path as this is our second deployment into UAT and we should not miss this. If we miss this milestone than the project goes to RED. ▪ Without giving a false expectation, there is a possibility that the project hits the deadline or gets delivered within the financial year 2010/11. 		
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* 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

The water storage tanks on the roof of Park House have been replaced with a smaller, thermally efficient unit. This will then reduce the risk for Legionella contamination. This work was carried over a weekend and there was no disruption to employees/stakeholders. A new Legionella risk assessment will be carried out shortly. The cost of these works will be capitalised.

Business Process Improvement – Roy Dunn

Human resources

There are no changes.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. The new archive has had a preliminary audit last year and will be given a more thorough examination in February/March following postponement due to weather conditions.

Tom Berrie has audited some key suppliers, including Servicepoint and will continue this function. He audited Europa, one of our main printers, in mid-January.

QMS process updates

HR Partners Department have updated processes again. A feedback form has been added, to collect changes or suggested improvements.

BSI audit

Lisa Clarke audited the Policy, UK Registrations, HR internal processes and Partner HR processes on the 23 November 2010. We successfully maintained our registration against ISO9001:2008

The next audit will be on 5 April with our new auditor, looking at the international registrations process, the whole Quality Management System function at HPC, plus workplace and IT provision.

Business continuity

There are no changes currently, other than monthly list updates. Planning for the 2011 three-day exercise has commenced. A report will be presented into the power outage in November 2010

Information security management

Customisation for our cross organisation information security training solution have been delivered. Trial runs of the training and subsequent test have been carried out.

Information & data management

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

BPI and the Registrations Department have looked at possible scanning and presentation systems to speed up CPD and international / grandparenting assessment processes. Security of the system is of course highly important. A trial of the system in house with CPD assessors was successful.

Trial restoration of historic hardcopy registers has been delayed by the sickness of the contractor. We hope to resume this project in late January early February.

Risk register

The February 2011 update to the risk register is in preparation and is being circulated internally.