

Operations Report to Finance & Resources Committee, 7th September 2011

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Registration – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 June to 31 July 2011.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 June to 31 July 2011 the team answered a total of 16,517 telephone calls which is 269 less than the same period two years ago.

ii) International Telephone Calls - During the period from 1 June to 31 July 2011 the team answered a total of 2,171 telephone calls which is 879 less than the same period last year.

b) Application Processing

i) UK Applications - A total of 2,673 new applications were received during this period and 2,560 individuals were registered, which is 329 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 408 new international applications were received in this period and 245 individuals were registered which is 11 more than the same period last year.

iii) Grandparenting Applications – A total of 20 new grandparenting applications were received in this period and 16 individuals were registered which is 5 less 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 within our service standard of 48 hours.

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 is within our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) Audit

We requested a 2.5% audit sample of CPD profiles from:

- Paramedics and orthoptists at the beginning of June 2011.
- Speech and language therapists, clinical scientists and prosthetists / orthotists at the beginning of July 2011.
- Occupational therapists at the beginning of August 2011.

CPD assessment days are now being held every two weeks.

e) Registration Renewals

At the start of June 2011, 16,938 paramedics and 1,304 orthoptists were invited to renew their registration and registrants have until 31 August 2011 to renew their registration. As at 9 August 2011, 15,351 paramedics had renewed their registration with 66% renewing online and 1,113 orthoptists had renewed their registration with 70% renewing online.

At the start of July 2011, 13,159 speech and language therapists, 4,704 clinical scientists and 906 prosthetists / orthotists were invited to renew their registration and registrants have until the 30 September 2011 to renew their registration. As at 9 August 2011, 6,419 speech and language therapists had renewed their registration with 78% renewing online, 2,785 clinical scientists had renewed their registration with 82% renewing online and 427 prosthetists / orthotists had renewed their registration with 74% renewing online.

At the start of August 2011, 32,520 occupational therapists were invited to renew their registration and registrants have until the 31 October 2011 to renew their registration. As at 9 August 2011, 916 occupational therapists had renewed their registration with 99% renewing online.

2) Resource

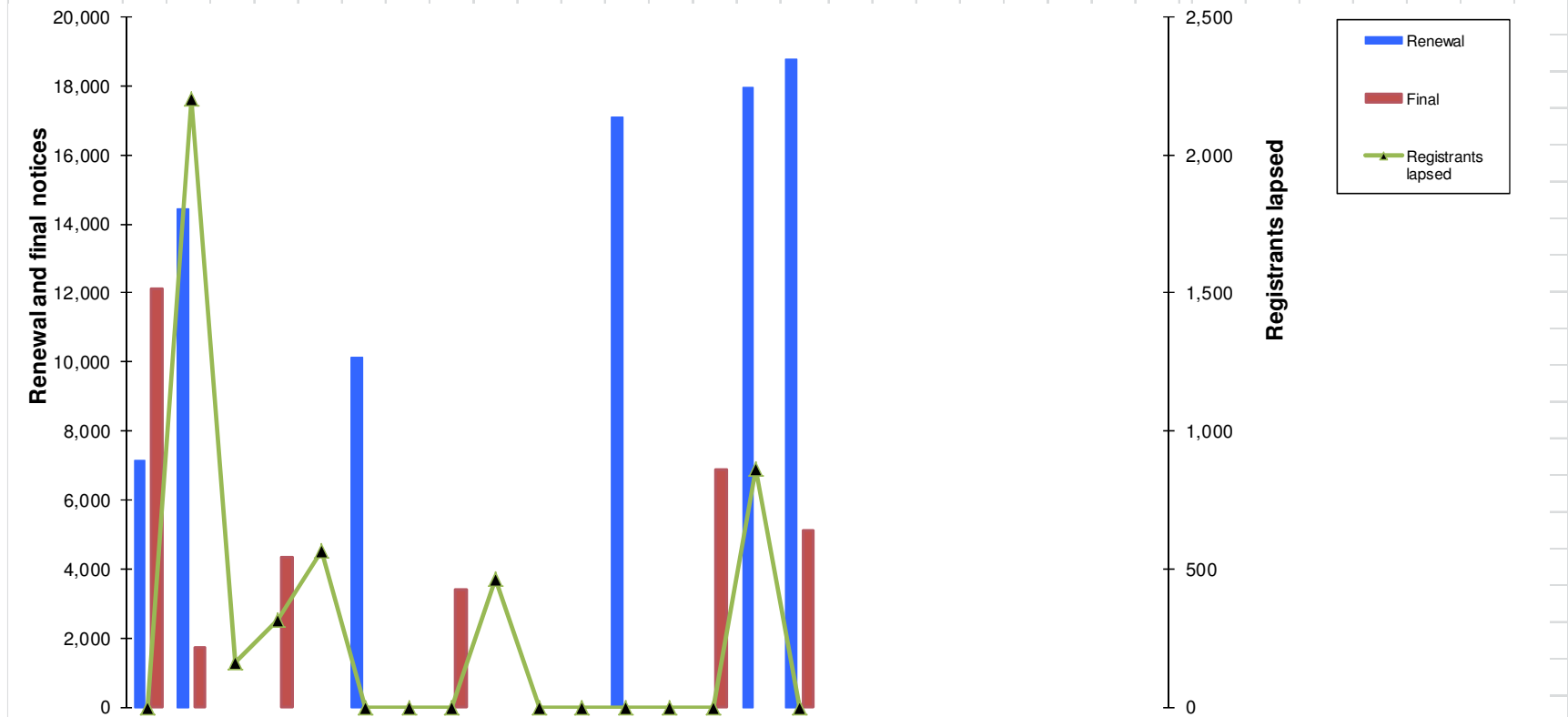
a) Employees

The department is operating within the budgeted headcount.

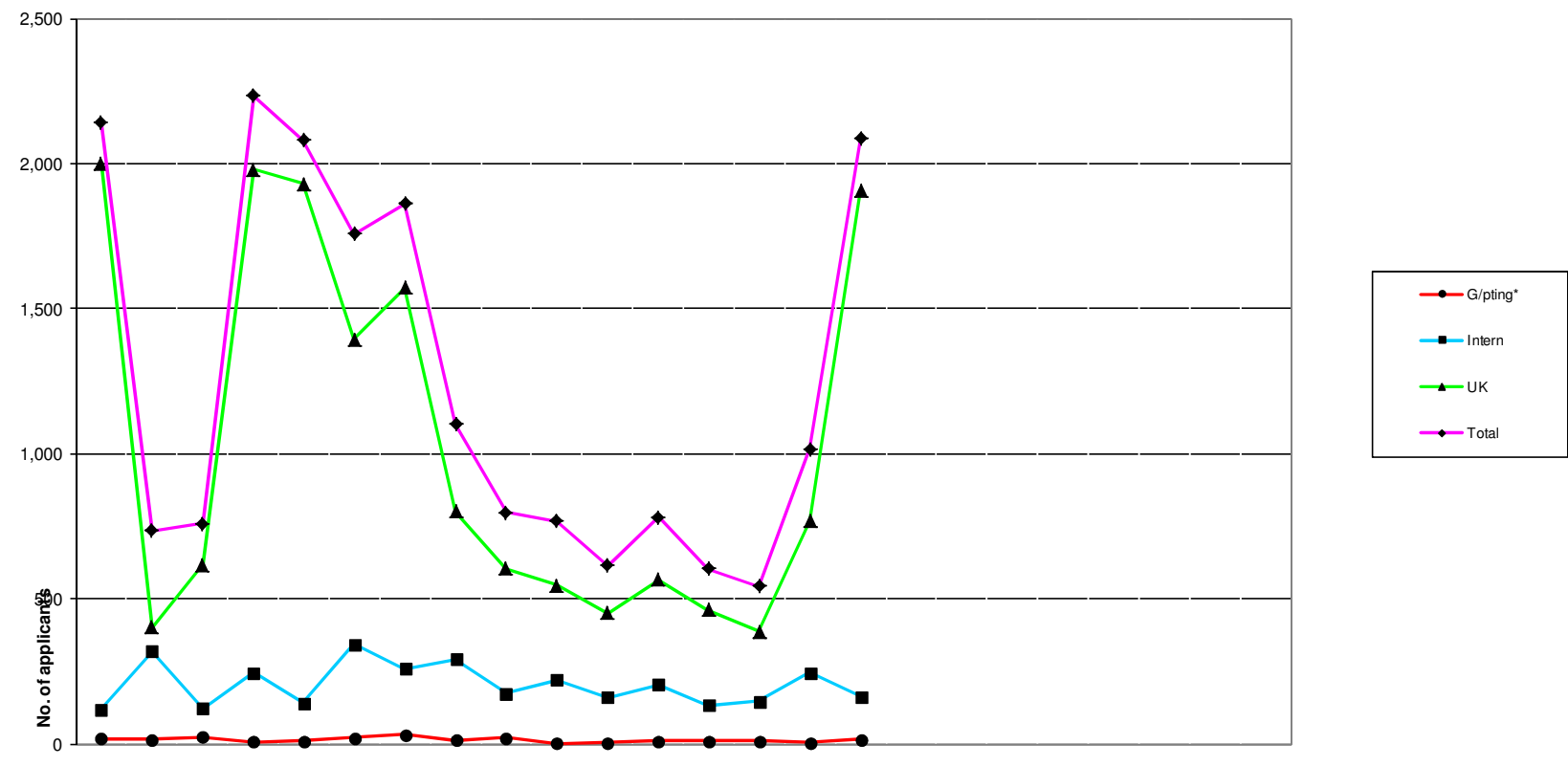
b) Registration assessors

The department has commenced bi-annual assessor refresher training for all 166 registration assessors. One training day was attended by employees from CORU – Health and Social Care Professionals Council in Ireland. We received positive feedback from them regarding our processes and the training delivered. They indicated that their visit was a valuable learning experience for them.

Health Professions Council Renewal Information April 2010 - March 2012 Registration Department

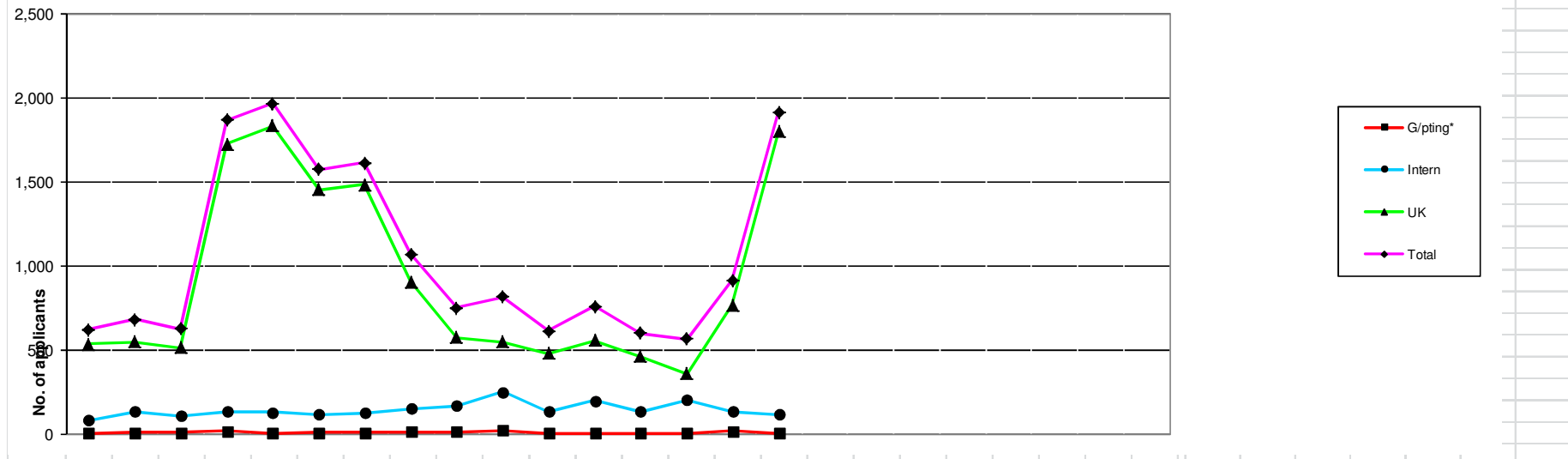


Notices	2010			2011									2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD	
Renewal	7,165	14,451	0	0	0	10,141	0	0	0	0	0	17,095	0	0	17,942	18,769									142,363	27,711	153,982	29,138	176,570	48,852	36,711	
Final	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0	0	6,886	0	5,099									36,261	25,909	50,531	9,546	28,683	21,560	11,985	
Total	19,281	16,151	0	4,335	0	10,141	0	3,409	0	0	0	17,095	0	6,886	17,942	23,868									178,624	53,620	204,513	38,684	205,253	70,412	48,696	
Renewal on paper													4,662	2,982	2,669	2,291															0	12,604
Renewal online													1,986	2,661	7,226	6,841														0	18,714	
Registrants lapsed	0	2,204	162	315	565	0	0	0	465	0	0	0	0	0	865	0									9,448	5,388	8,885	5,550	6,259	3,711	865	



Apps Received	2010			2011												2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12							
	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	YTD	
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	9	4	16										2,479	20	0	160	93	170	38
Intern	120	318	121	246	140	344	259	291	174	220	160	204	133	147	245	163										4,626	3,504	2,300	2,290	2,324	2,597	688
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388	766	1,907										9,497	8,319	8,971	11,199	11,251	12,857	3,522
Total	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613	780	603	544	1,015	2,086										16,602	11,843	11,271	13,649	13,668	15,624	4,248

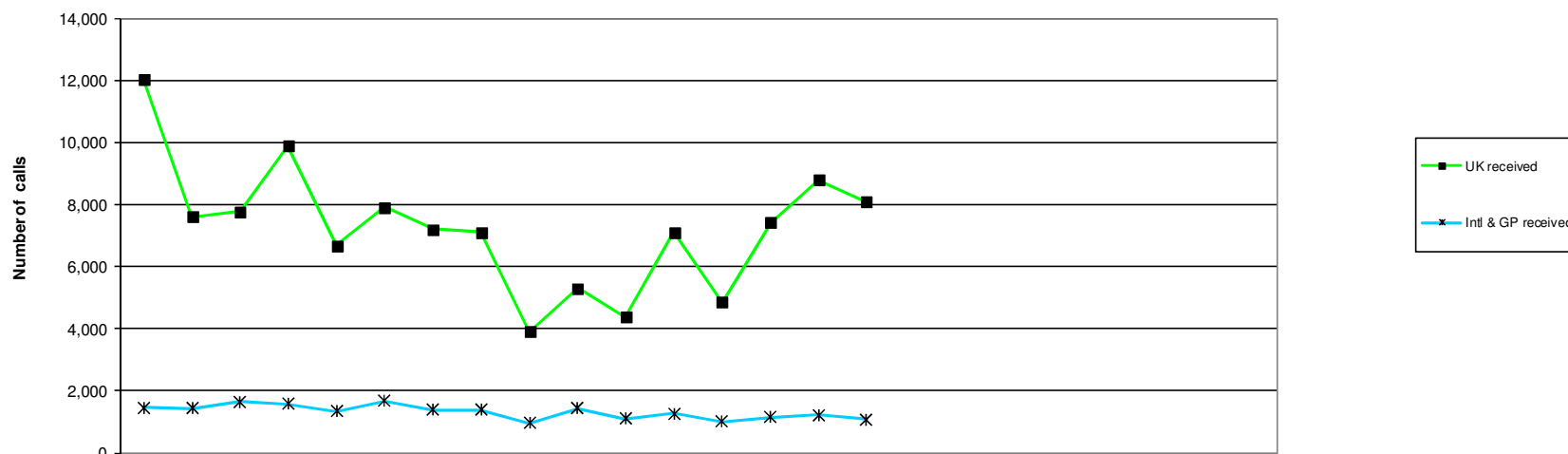
NB The data relates to application forms received, not total fees received.



	2010			2011									2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12									
	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	YTD
G/pting*	4	5	7	14	4	7	8	12	10	20	4	1	3	3	13	3									2,295	283	9	0	63	96	22
Intern	80	131	104	130	129	113	121	150	166	247	132	198	131	201	132	113									3,107	3,172	1,862	1,756	1,387	1,701	577
UK	533	544	511	1,720	1,829	1,450	1,482	904	570	547	476	556	461	357	766	1,794									9,474	8,870	8,355	10,774	11,069	11,122	3,378
Total	617	680	622	1,864	1,962	1,570	1,611	1,066	746	814	612	755	595	561	911	1,910									14,876	12,325	10,226	12,530	12,519	12,919	3,977

Health Professions Council Registration Telephone Information April 2010 - March 2012










Registration Department



	2010			2011												2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12																																							
	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	YTD																																	
Intl & GP																																																																
Intl & GP received	1,471	1,438	1,651	1,584	1,348	1,667	1,396	1,395	953	1,433	1,096	1,270	1,002	1,152	1,211	1,068																	40,070	19,612	14,428	12,732	14,348	16,702	4,433																									
Answered	1,347	1,371	1,551	1,499	1,261	1,608	1,366	1,347	925	1,382	1,071	1,241	968	1,099	1,151	1,020																				33,467	17,896	13,388	11,397	14,185	15,969	4,238																						
Calls answered (%)	92	95	94	95	94	97	98	97	97	96	97	98	97	95	95	96																							84	92	93	90	95	96	96																			
Adandoned	124	42	100	85	87	59	30	48	32	51	25	29	34	53	60	48																									6,627	1,716	1,040	1,335	841	712	195																	
Avg answer time (sec)	65	56	50	50	54	38	31	32	31	38	25	24	20	36	43	38																												25	14	13	36	36	41	34														
Avg talk time (min)	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40	3.47	3.23	3.31	2.39	3.41	3.22	3.28																															2.32	2.64	2.79	3.25	3.18	3.41	3.08											
UK																																																																
UK received	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902	5,293	4,386	7,096	4,856	7,424	8,799	8,080																															70,233	72,488	123,967	92,018	119,887	86,890	29,159											
Answered	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814	5,151	4,306	7,003	4,751	7,221	8,582	7,935																																			50,518	67,493	91,923	78,293	111,573	83,218	28,489							
Calls answered (%)	92	95	95	93	96	97	98	98	98	97	97	99	98	97	97	97																																				70	93	79	92	95	96	97						
Adandoned	953	355	430	678	258	262	180	153	68	142	80	93	105	203	217	145																																					10,719	6,335	32,034	13,725	8,314	3,652	670					
Avg answer time (sec)	62	42	45	59	40	36	29	27	27	29	21	20	23	28	29	29																																					64	45	102	85	48	36	27					
Avg talk time (min)	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47	2.54	2.54	2.58	2.58	2.56	2.39	2.42																																										1.78	2.16	2.65	2.58	2.37	2.47	2.49

Major Projects – Claire Reed

HPC Major Projects 2011/12 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 Jan 2012	<ul style="list-style-type: none"> Validation work continues to ensure the quality of the product going into UAT UAT timescales have been amended in line with the validation work being undertaken; the project plan will be realigned accordingly UAT scripting and quality assurance progresses well and is near to completion Preparation work for data migration progresses well 		
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"> Preparation work for implementation work continues Due to considerations around communicating with external stakeholders the implementation timescale is currently under discussion. 		
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	£338	Nov 2011 Apr 2012 Jul 2012	<ul style="list-style-type: none"> Preparations are still continuing well and the project plan has been reworked to take into account the delay in legislation 		
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	TBD	Aug 2011 April 2012	<ul style="list-style-type: none"> Negotiations are continuing EA have found a new premises and are proposing to move in early 2012 186 KPR site is being re-evaluated by both parties 		
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 June 2011	Project has completed		
MP54	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	TBC	TBC	<ul style="list-style-type: none"> Currently initiating 	N/A	N/A
MP55	Net Regulate Platform Refresh	Project to upgrade Java, Java runtime, Oracle and Solaris	Guy Gaskins	Jason Roth	£36 (C)	Sept 2011	<ul style="list-style-type: none"> Two out of the three phases of this project have now been completed. Work is progressing to promote the environment into production. 	N/A	

							<ul style="list-style-type: none"> Quality assurance testing is ongoing prior to releasing the Glassfish component into production. 		
MP46	Education systems and process review	Review of all education department systems and processes	Abigail Gorringe	Osama Ammar	£39 (O) £110 (C)	May 2012	<ul style="list-style-type: none"> Project has initiated Workshops have commenced to analyse as-is processes and to determine potential future changes and development work. 	N/A	
MP56	Information Security Management system	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	£12 (O)	TBC	<ul style="list-style-type: none"> Currently initiating 	N/A	N/A
MP57	Net Regulate changes 2011/12 Part 1	Net Regulate changes	Gary Butler	Charlotte Milner	£49 (C)	TBC	<ul style="list-style-type: none"> Currently initiating 	N/A	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 – Steve Hall

Facilities Management Report

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

On 3rd August a Fire Drill was carried out. The building was reported as fully evacuated within 3 minutes of the alarm being sounded. An additional scenario was played out using John Donaghy, Council Member and Mr William Leaning of the London Ambulance Service whereby the response of one of HPC's trained First Aiders was tested. The exercise went extremely well and one of the learning's that came out of this was that HPC will be purchasing a defibrillator and providing training to all of our current First Aiders on its use. I should like to record my thanks to John Donaghy and Mr Leaning for their help and guidance in carrying out the exercise.

Building refurbishment

As outlined in the last report to the committee, the areas within HPC's premises that have not been re-decorated within the last 3 years have been refurbished over the summer months.

Planning permission is now being sought to replace some of the windows within Park House, hopefully late summer/early autumn.

33 Stannary Street

HPC has now taken possession of units 7 & 8 and a project team convened to convert this space to both office and meeting rooms. A new structured cabling system will be installed to facilitate IT connectivity to our current offices and any shortfalls on office furniture have been ordered and installed. The IT department have engaged with BT to arrange a new fibre optic connection into the building and it is hoped to have the these premises up and working by Mid October, subject to third party contractors.

Business Process Improvement – Roy Dunn

Human Resources

No changes to BPI.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2011-12 is running. The Education dept has been audited, but their processes are being reviewed in light of the Education processes and systems project. Procurement/suppliers audit in underway.

QMS process updates

Work plan processes have been reviewed, and an updated Project Re-prioritisation process rolled out.

Enhancements to the QMS underlying processes are in progress, to reflect our more traditional external audit.

BSI Audit

Next external audit is scheduled for October

Business continuity

No major changes other than monthly list updates and updated Communications pages

The 2011 exercise took place on the 27th May at Uxbridge (IT systems) and Sevenoaks (Business Continuity Management). A report is included with this Finance & Resources meeting.

Information security management

Mazars attended HPC in July to work on an overarching Information Security audit. The report will go to the Audit Committee in the first instance.

An external consultant has reviewed our existing processes used in ISO9001 with the view for reuse in ISO27001.

A considerable amount of paperwork must be completed but our practices are generally in good shape.

Further policy documents (ISO27001 deliverables) are in preparation. Asset lists are in progress, with a view to determining specific risks and mitigations required.

Information & data management

Migration of the reporting database has been completed. Security has been enhanced, based on user roles in Active Directory.

The five year registration forecast has been prepared. External data sources have been examined where possible, and work with other bodies discussed, e.g. Council for Workforce Intelligence.

Assistance has been provided to quantify payment types relating to historic balances on NetRegulate.

Risk Register

The next update is being prepared for the September 2011 edition prior to being circulated to the Audit Committee.