Operations Report to Finance & Resources Committee, 20 November 2012

Contents

Summary
This paper provides an update from the Registration Department for the period 1 August to 31 October 2012.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 August to 31 October 2012 the team received a total of 56,160 telephone calls which is 34,375 more calls when compared to the same period two years ago and represent a 157% increase in call volumes. The department answered 94% of calls received compared to 97% during the same period two years ago.

ii) International Telephone Calls - During the period from 1 August to 31 October 2012 the team received a total of 2,167 telephone calls which is 1,215 less than the same period last year. The department answered 95% of calls received compared to 93% during the same period last year.

b) Application Processing

i) UK Applications - A total of 6,860 new applications were received during this period, which is 2,493 more than the same period last year. A total of 6,497 applicants were registered which represents a 58% increase compared to the same period in 2011. Applications took on average five working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average five working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International Applications -   A total of 753 new international applications were received in this period which is 277 more than the same period last year. A total of 529 applicants were registered which represents a 118% increase compared to the same period in 2011. The current median time to make an initial decision from receipt of an international application is approximately 52 working days which is within our service standard of 65 working days.

iii) Grandparenting Applications – A total of 5 new grandparenting applications were received in this period and 141 applicants were registered which is 131 more than the same period last year.

c) Emails

i) UK Emails - The team received approximately 190 emails per day compared to approximately 100 emails per day during the same period two years ago. The team responded to these on average within two days of receipt which is within our service standard of 48 hours response time.

ii) International Emails - The team received approximately 10 emails per day and managed to respond to these on average within two days of receipt which is within our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) Audit

There were three CPD assessment days held during this period.

e) Registration Renewals

At the start of September 2012 88,474 social workers were invited to renew their registration and registrants have until 30 November 2012 to renew their registration. As at 7 November 2012 47,769 registrants had renewed their registration.

At the start of September 2012 11,089 operating department practitioners were invited to renew their registration and registrants have until 30 November 2012 to renew their registration. As at 7 November 2012 8,144 registrants had renewed their registration.
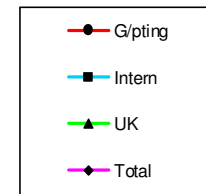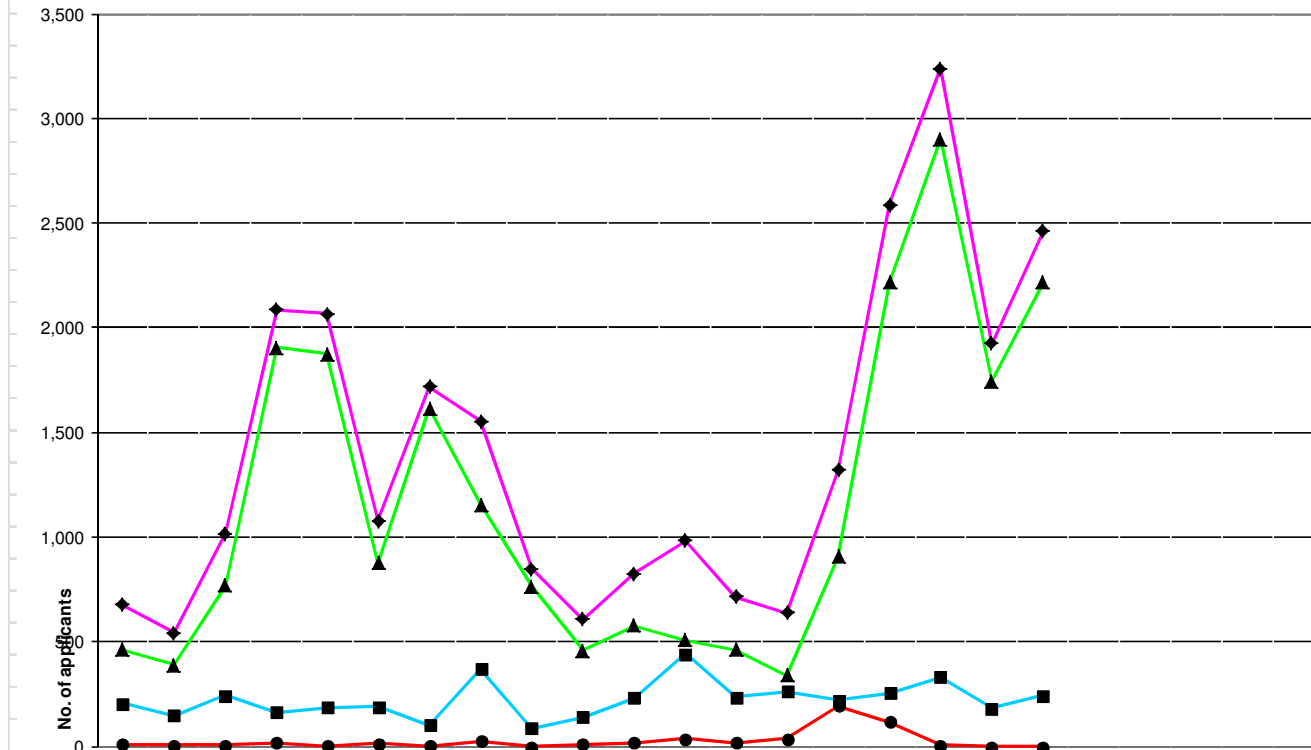
2) Resource

a) Employees

As planned a temporary evening team has been employed since the 23 July 2012 working 17:00 to 21:00 Monday to Friday. The evening team has focused on processing administrative tasks such as UK applications and renewals which has enabled the core day shift to handle the forecasted increase in telephone calls and email enquiries.
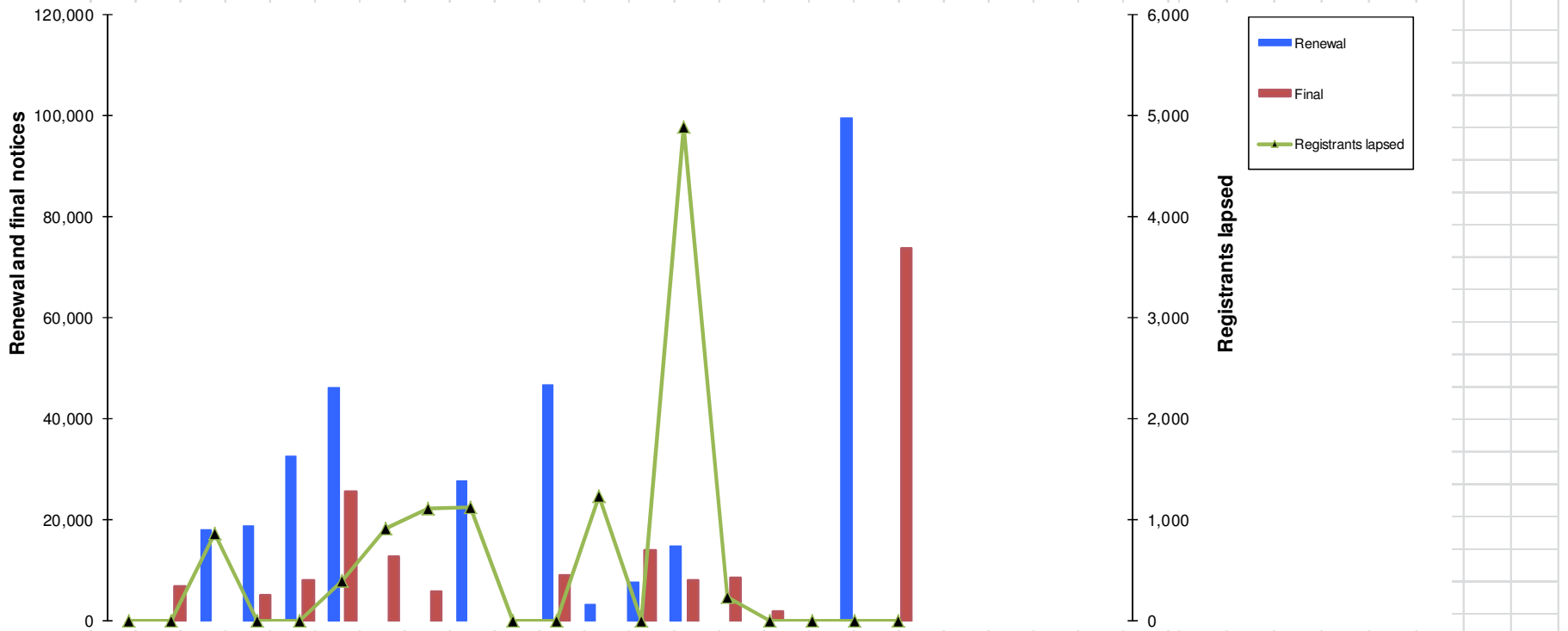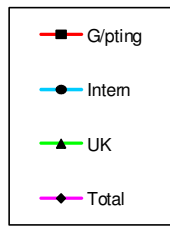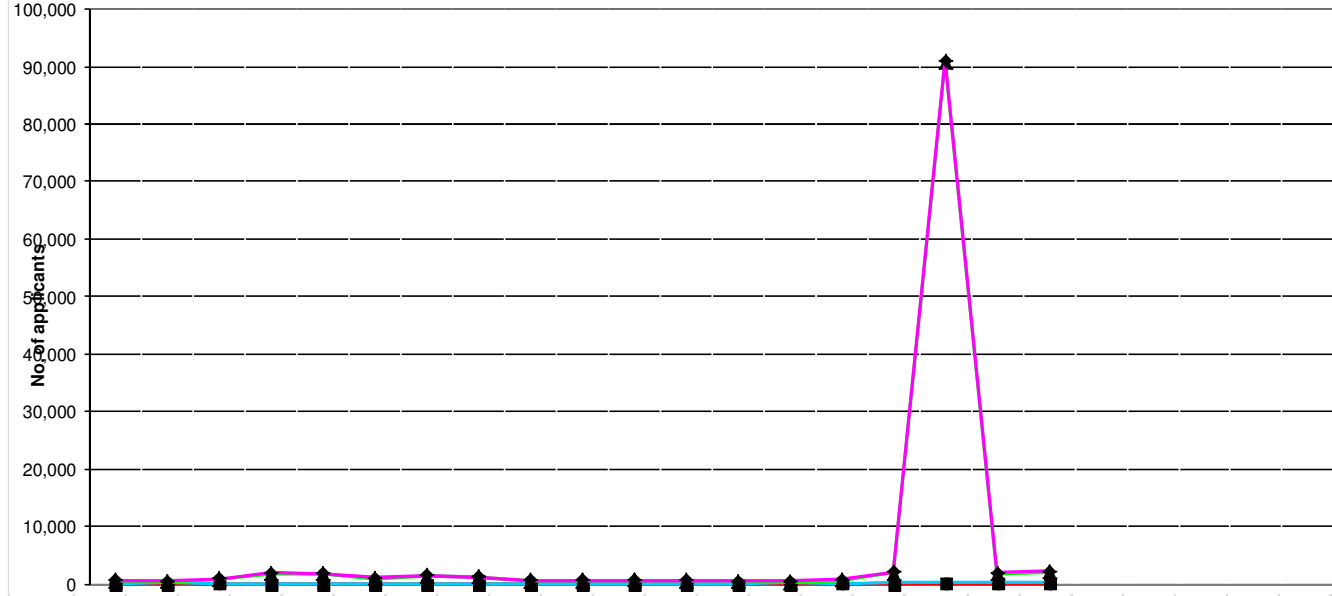
Notices	2011									2012													2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Renewal	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	46,689	3,127	7,782	14,736	0	0	0	99,563	0						142,363	27,711	153,982	29,138	176,570	48,852	192,965	122,081
Final	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872	8,076	8,477	1,889	0	0	73,684						36,261	25,909	50,531	9,546	28,683	21,560	73,214	105,998
Total	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	55,685	3,127	21,654	22,812	8,477	1,889	0	99,563	73,684						178,624	53,620	204,513	38,684	205,253	70,412	266,179	228,079
Renewal on paper	4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434	3,095	10,545	4,863	2,246	2,341	1,731	0	4	2,824											0	60,141	14,009
Renewal online	1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681	21,371	9,838	10,656	2,144	4,887	2,065	0	26,756	31,744											0	108,657	78,252
Registrants lapsed	0	0	865	0	0	395	910	1,106	1,126	0	0	1,230	0	4,887	232	0	0	0	0						9,448	5,388	8,885	5,550	6,259	3,711	5,632	5,119

4

Health and Care Professions Council   **Application Types Received April 2011 - March 2013**   **Registration Department**

Apps	2011									2012												2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
Received	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	YTD
G/pting	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0						2,479	20	0	106	93	170	142	368
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242						4,626	3,504	2,300	2,290	2,324	2,597	2,504	1,728
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904	2,216	2,900	1,743	2,217						9,497	8,319	8,971	11,084	12,037	13,684	11,353	10,780
Total	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	608	827	984	713	639	1,321	2,585	3,236	1,923	2,459						16,602	11,843	11,271	13,480	14,454	16,451	13,999	12,876

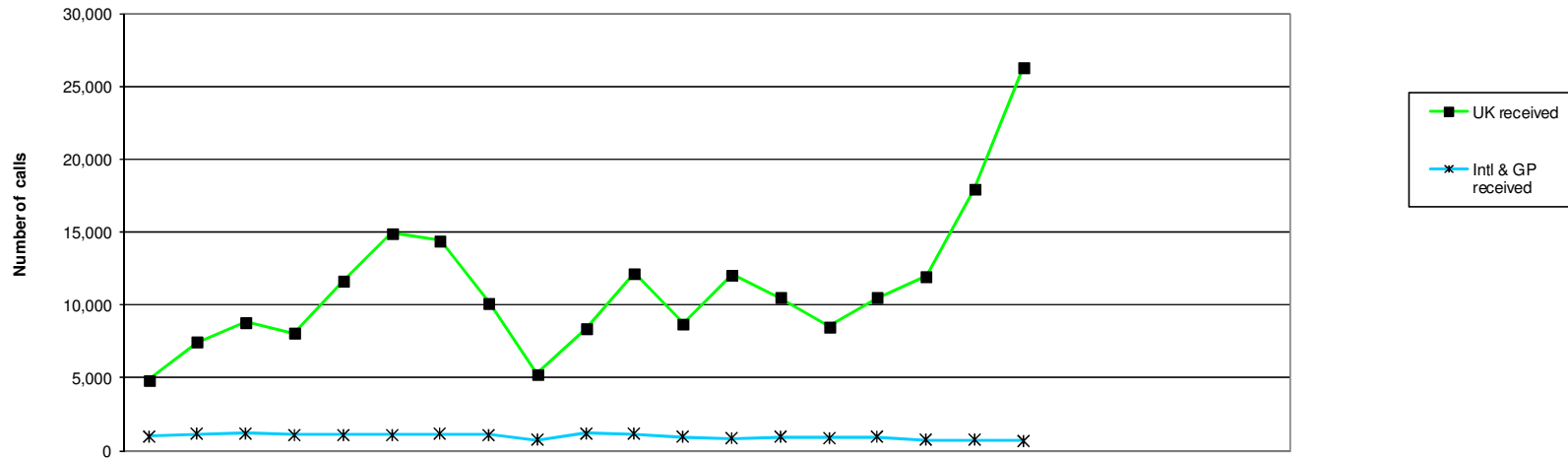**NB** The data relates to application forms received, not total fees received.

Health and Care Professions Council   New Registrants April 2011 - March 2013   **Registration Department**

	2011									2012												2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	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	YTD
G/pting	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51						2,295	283	9	0	63	96	65	182
Intern	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160						3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,115
UK	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711	1,875	90,799	1,727	2,034						9,474	8,870	8,355	10,774	11,069	11,122	10,675	97,879
Total	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843	2,052	91,007	1,978	2,245						14,876	12,325	10,226	12,530	12,576	12,919	12,129	99,176

* The inflated figure for UK for August includes the new SW's added on the 1st August 2012

6

	2011 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 Jan	Feb	Mar	2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
Intl & GP																																
Intl & GP received	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833	963	896	954	737	723	707						40,070	19,612	14,428	12,732	14,348	16,702	12,886	5,813
Answered	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794	877	848	914	675	705	682						33,467	17,896	13,388	11,397	14,185	15,969	12,137	5,495
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	96	92	98	96						84	92	93	90	95	96	94	95
Abandoned	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	62	18	25	0	0	0	0	0	6,627	1,716	1,040	1,335	841	712	749	318
Avg answer time (se	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42	54	32	35						25	14	13	36	36	41	49	46
Avg talk time (min)	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	3.56	3.56	4.17	4.14	3.49	3.51	3.44	4.12	3.54						2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.77
UK																																
UK received	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	12,200	8,735	12,099	10,481	8,533	10,516	11,965	17,941	26,254						70,233	72,488	123,967	92,018	119,887	86,890	114,847	97,789
Answered	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	11,722	8,418	11,282	9,891	7,999	10,047	11,348	17,274	24,189						50,518	67,493	91,923	78,293	111,573	83,218	109,818	92,030
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	95	95	96	92						70	93	79	92	95	96	96	94
Abandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	617	667	2,065	0	0	0	0	0	10,719	6,335	32,034	13,725	8,314	3,652	5,029	5,759
Avg answer time (se	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39	42	34	61						64	45	102	85	48	36	38	44
Avg talk time (min)	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	3.03	3.12	3.10	5.63	3.02	3.01	3.21	3.01	2.58						1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.37

7

Major Projects – Robert Silverman

HCPC Major Projects 2012/13 Scorecard   **F&R - 20th November 2012**

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP52	On Boarding of Social Workers	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	Apr 2012 Sept 2012	▪ Lessons Learned meeting completed ▪ Project End Report scheduled for Nov Monthly EMT	G	G
MP54	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in the Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	Dec 2012	▪ Changes to external assets completed ▪ Domain changes scheduled for Jan 2013 ▪ Lessons Learned meeting completed ▪ Project End Report to be presented to EMT Jan 2013	G	G
MP46	Education Systems and Process Review	Review of all education department systems and processes	Abigail Gorringe	Brendon Edmonds	Dec 2012	▪ Meetings with 3 shortlisted suppliers completed ▪ Subsequently potential suppliers shortlisted to 2 ▪ 2nd meetings with top 2 suppliers completed ▪ Preferred supplier identified ▪ Project End Report scheduled to be presented to EMT Jan 2013	G	G
MP56	Information Security Management System	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	Oct 2012 Dec 2012	▪ Exception Report agreed by EMT to amend project end date to December 2012 (due to delays in gathering data from the business due to the impact on resources of the New Name and Social Worker projects) ▪ Significant amount of employees did not complete CBT by end of September deadline ▪ EMT to cascade requests for staff to complete ▪ Statement of Applicability to be presented to EMT in December.	A	A
MP57	NetRegulate Changes 2011/12	Implementation of the following Net Regulate changes: 1) Automatic refund process for deregistered registrants; 2) Automation of the Registrant	Tim Moore	Charlotte Milner	October 2012 August 2012 October 2012	▪ Testing for encryption changes for registrant security commenced but failed ▪ IT currently investigating, testing expected to recommence December ▪ Exception Report will be required for November	G	A

8

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
		Balance report; 3) To implement security enhancements				EMT to extend project end date		
MP62	Automated Re-admissions	Technology and process changes to allow readmissions forms to be processed through DocXP (Increased Equality & Diversity scanning ability from NetReg 12/13 project has been moved into scope of this project)	Greg Ross-Sampson	Richard Houghton	December 2012	▪ Functional Design Specifications signed off and build work completed ▪ Exception Report agreed by EMT for additional budget allocation to the project. (This is due to Business Case estimations of project costs being too low as well as the Equality & Diversity element not having a budget allocated at all). There is sufficient budget within the portfolio to cover the increase that will be requested. ▪ Deployment to test environments and system testing completed ▪ UAT has commenced	G →	G →
MP66	FTP Changes 2012-13		Kelly Johnson	Brian James	TBD	▪ Requirements gathering begun and is likely to take time impacting on when project Initiation Documents are presented to EMT ▪ Project Initiation Documents now to be presented to EMT Jan 2012 ▪ Risk Analysis, Stakeholder Analysis and Equality & Diversity Impact Assessment, Product Breakdown Structure complete. ▪ WBS scheduled for November	N/A	Initiation
MP63	HR & Partners Systems and Process Review		Marc Seale	Teresa Haskins	TBD	▪ Project Initiation Documents expected to be presented to EMT Dec 2012 ▪ Risk Analysis, Stakeholder Analysis, Equality & Diversity Impact Assessment and Product Breakdown Structure & Work Breakdown Structure complete ▪ Confirmation received from BDB that 9 ft tall can be appointed as Business Analyst ▪ Project Plan & Business Analyst Specification drafted	N/A	Initiation
MP65	Web deployments		Jacqueline Ladds	Tony Glazier	TBD	▪ Business Case agreed by EMT. EMT agreed project can begin initiation	N/A	Initiation

| No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
						■ Business Case to be updated as part of initiation. Project Lead in process of amending. ■ Project planning commenced ■ Project Initiation Documents estimated to be presented to EMT Dec 2012		
MP67	NetReg Changes 2012-13	Implementation of the following Net Regulate changes: 1) Authentication code rationalisation 2) Automatic review of de-registered balances 3) Financial transactions reporting 4) Processing payments amendment	Tim Moore	Charlotte Milner	(Estimated) April 2013	■ Planning will commence as soon as Finance resources become available. ■ Project Initiation Documents estimated to be presented to EMT January 2012	N/A	Start Up
MP68	NetReg Changes 2012-13 (Annotation of the Register)	Annotation of the Register	Michael Guthrie	Richard Houghton	(Estimated) September 2013	■ Initiation due to commence as soon as Automated Readmission development work completes ■ Project Initiation Documents estimated to be presented January 2012	N/A	Start Up
MP59	Herbal Practitioners		Marc Seale	Michael Guthrie	TBD	■ Project expected to begin initiating in 2012 once DH consultation begins	N/A	Start Up
MP64	Education Systems and Process Review Phase 2	Implementation of recommendations from Phase 1	Abigail Gorringe	Brendon Edmonds	TBD	■ Business Case scheduled for presentation to EMT December 2012 ■ Project expected to begin initiating January 2013	N/A	Start Up
N/A	Net Regulate Platform Refresh Phase 2	Upgrades and patching to 4 servers. This will include testing of upgrades before deployment	Guy Gaskins	Jason Roth	N/A	■ EMT agreed this will be managed as a departmental project, with support from the Projects department in the testing stage.	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
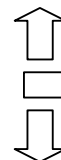
Status of project has improved since last reporting cycle

Status of project is static since last reporting cycle

Status of project has declined since last reporting cycle

Facilities Management – Steve Hall

Staffing

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

Replacement Windows

The last phase of window replacement is scheduled to take place over the weekend of 17/18 November. The windows to be replaced are located with the HR Office and the Ground Floor Corridor. Once installed, the Ground Floor Corridor between Reception and the Link Bridge will be redecorated.

Canopy

A canopy over the 22-26 Stannary Street entrance has been installed.

Roofing works

Following some water ingress, remedial repair works have been carried out to the roof of 20 Stannary Street.

Post Room

Over the weekend of 3/4 November, the Post Room was relocated to the rear of the building. The move was successful and no loss of service was encountered by the business.

Business Process Improvement – Roy Dunn

Human resources
There are no changes to BPI.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2012 – 2013 is progressing. Fitness to Practise (FtP) has been audited, plus the Education visit process, and a subset of Communications. No further NMR's (Nonconformities) have been declared and one closed.

QMS process updates
A major review of Finance Department processes is on-going, including procurement across the organisation.

The Project Team have delivered updated processes to be loaded to the QMS. FtP will deliver some minor changes around non IT system processes in the next week or so.

BSI Entropy system based QMS: The secure linkage between HCPC and BSI has been designed. Training should take place in December.

BSI audit
The next BSI audit will now take place on 14th November 2012. Fitness to Practise, Customer Service and the QMS will be audited, plus preparation for the strategic review.

Business continuity
No major changes other than monthly list updates. The next full exercise is planned for November 2012. This will take place in Uxbridge on the 13th and will concentrate on ensuring the plan content is as up-to-date as possible

A short-lived issue occurred in early November, affecting availability of pc and phones. It has now been resolved and a report will follow.

Information security management
The project for ISO27001 is on-going.

The training for all employees, was rolled out in July. The course and test take around 50 minutes on average to complete. Over 100 employees have passed the test and gained the certificate.

A major push is on to achieve 100% of July 2012 users passed by the end of the month.

Information & data management
There are no major changes in this area, but we are scoping a possible trawl through the more ancient documentation to determine what can be destroyed.

Enhanced daily reporting on the progress of social worker renewals is taking place, and reported to the Department of Health.

Additional items
A tendering and procurement policy and supporting processes are being developed in line with EU procurement practices. This is a major item in conjunction with our legal advisors.

The tender for Registrations printing and distribution is on- going, via the OJEU / TED website. Further information on this is embargoed at this stage.