

Operations Report to Finance & Resources Committee, 11 September 2012

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Registration – Richard Houghton

Summary

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

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 July to 31 July 2012 the team received a total of 10,516 telephone calls which is 633 more calls when compared to the same period two years ago. The department answered 90% of calls received compared to 93% during the same period two years ago.

ii) International Telephone Calls - During the period from 1 July to 31 July 2012 the team received a total of 954 telephone calls which is 114 less than the same period last year. The department answered 92% of calls received compared to 96% during the same period last year.

b) Application Processing

i) UK Applications - A total of 2,216 new applications were received during this period, which is 309 more than the same period last year. Applications took on average nine 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 seven 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 254 new international applications were received in this period which is 91 more than the same period last year.

iii) Grandparenting Applications – A total of 115 new grandparenting applications were received in this period which is 99 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 two days of receipt which is within our service standard of 48 hours.

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

CPD assessment days are being held every two weeks.

e) Registration Renewals

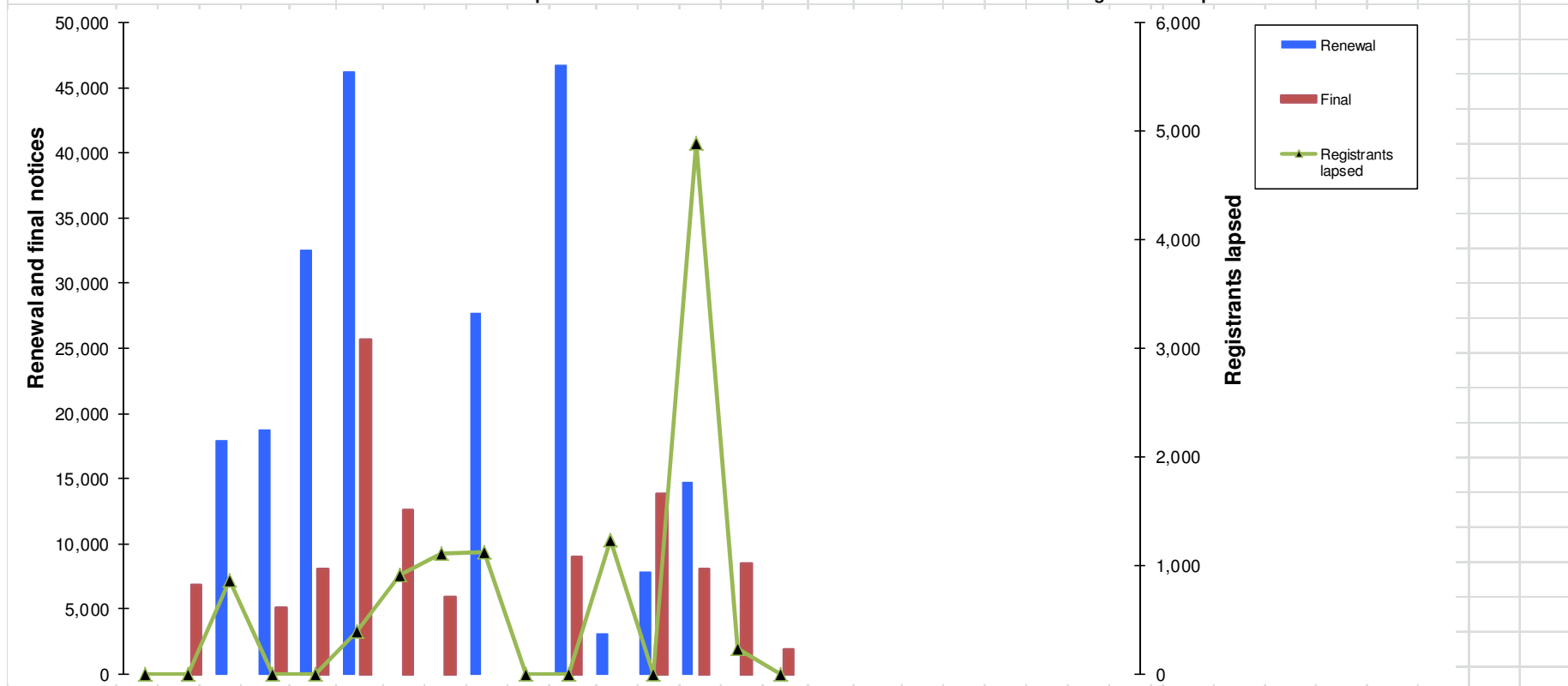
At the start of May 2012 13,007 chiropodists / podiatrists were invited to renew their registration. This year a total of 94.3% successfully renewed their registration for the next two-year cycle, which is a decrease of 1.8% compared to the last renewal period. A total of 8,990 registrants renewed online which represents 69.1% of those registrants invited to renew.

At the start of May 2012 1,729 hearing aid dispensers were also invited to renew their registration. This year a total of 91.4% successfully renewed their registration for the next two-year cycle, which is a decrease of 5.3% compared to the last renewal period. A total of 1,283 registrants renewed online which represents 74.2% of those registrants invited to renew.

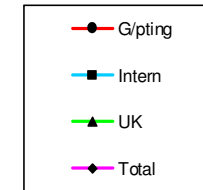
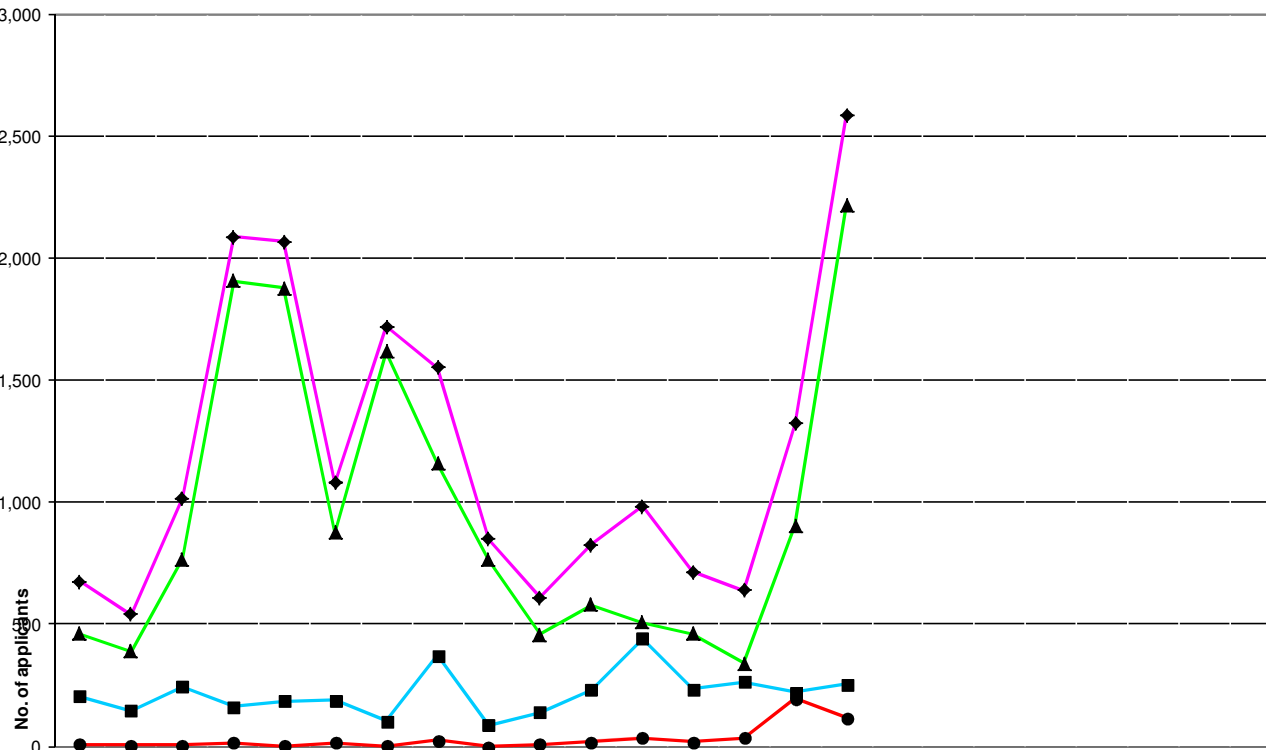
2) Resource

a) Employees

The department is operating within the budgeted headcount.



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										142,363	27,711	153,982	29,138	176,570	48,852	192,965	22,518
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										36,261	25,909	50,531	9,546	28,683	21,560	73,214	32,314
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										178,624	53,620	204,513	38,684	205,253	70,412	266,179	54,832
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	60,141	11,181
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	108,657	19,752	
Registrants lapsed	0	0	865	0	0	395	910	1,106	1,126	0	0	1,230	0	4,887	232	0										9,448	5,388	8,885	5,550	6,259	3,711	5,632	5,119



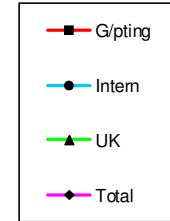
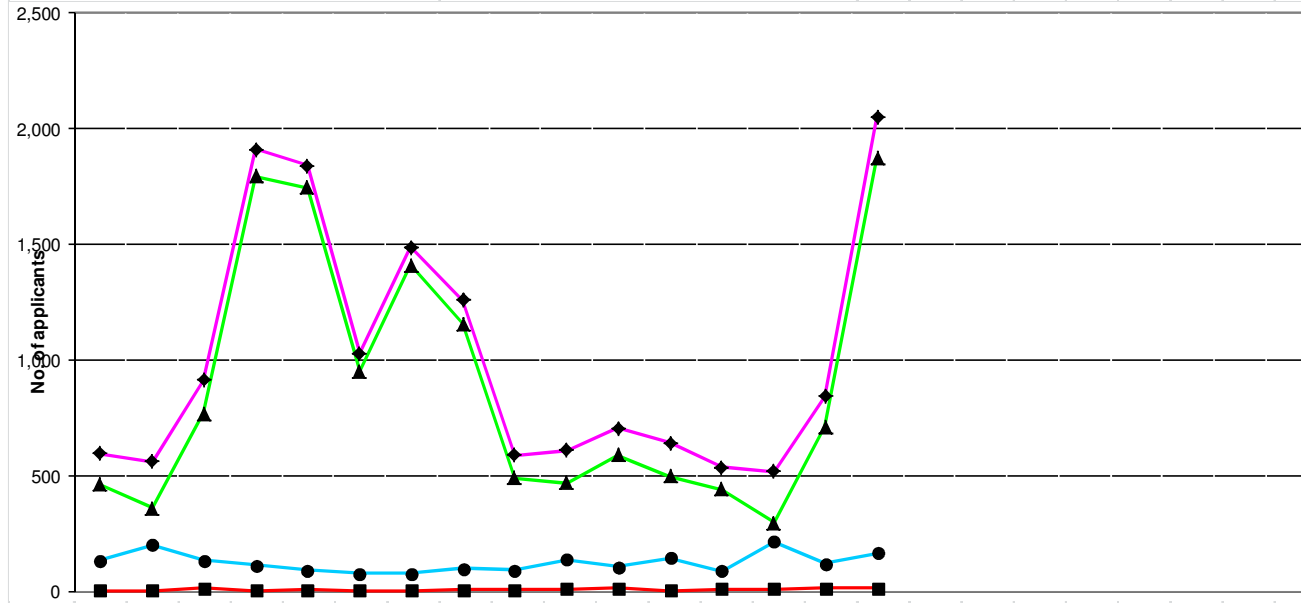
Apps Received	2011			2012									2013			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
G/pting	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904	2,216
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

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
2,479	20	0	106	93	170	142	363
4,626	3,504	2,300	2,290	2,324	2,597	2,504	975
9,497	8,319	8,971	11,084	12,037	13,684	11,353	3,920
16,602	11,843	11,271	13,480	14,454	16,451	13,999	5,258

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

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

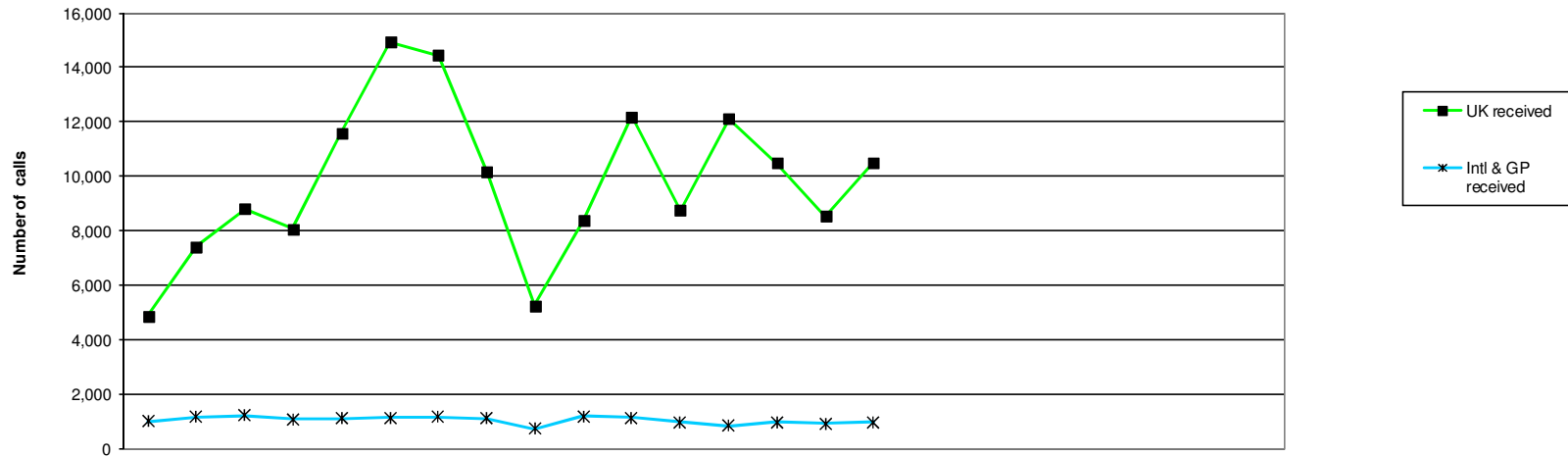
Registration Department



	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									2,295	283	9	0	63	96	65	41
Intern	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166									3,107	3,172	1,862	1,756	1,444	1,701	1,389	586
UK	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711	1,875									9,474	8,870	8,355	10,774	11,069	11,122	10,675	3,319
Total	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843	2,052									14,876	12,325	10,226	12,530	12,576	12,919	12,129	3,946

Health and Care Professions Council Registration Telephone Information April 2010 - March 2012

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	
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										40,070	19,612	14,428	12,732	14,348	16,702	12,886	3,646
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										33,467	17,896	13,388	11,397	14,185	15,969	12,137	3,433
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	92										84	92	93	90	95	96	94	93
Abandoned	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	0	0	0	0	0	0	0	0		6,627	1,715	1,040	1,335	841	712	749	213
Avg answer time (sec)	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42										25	14	13	36	36	41	49	50
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										2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.83
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										70,233	72,488	123,967	92,018	119,887	86,890	114,847	41,629
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										50,518	67,493	91,923	78,293	111,573	83,218	109,818	39,219
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	90										70	93	79	92	95	96	96	93
Abandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	0	0	0	0	0	0	0	0		10,719	6,335	32,034	13,725	8,314	3,652	5,029	2,410
Avg answer time (sec)	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39										64	45	102	85	48	36	38	43
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										1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.69

Major Projects – Robert Silverman

HCPC Major Projects 2012/13 Scorecard

EMT - 11th September 2012

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	Apr 2012 Sept 2012	<ul style="list-style-type: none"> ▪ SWSSS operational activities built into Project Plan ▪ SWSSS operational implementation ongoing ▪ Practice Run for Register Migration complete ▪ Approved Programme data successfully migrated to NetReg. Education database and internet migrations complete. ▪ Mailing to registrants sent ▪ SWSSS external communication completed ▪ Data transfer completed ▪ Register data migrated and Register switched on 1st August ▪ FTP case review work complete ▪ Project Closure activities commenced ▪ Project End Report scheduled for Oct Monthly EMT 		
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	<ul style="list-style-type: none"> ▪ All NetReg & Online Renewals changes released to live ▪ Lan2Lan Lotus Notes changes complete ▪ Changes to internal assets ongoing ▪ Majority of changes to external assets completed (mopping up) 		
MP46	Education systems and process review	Review of all education department systems and processes	Abigail Gorringe	Brendon Edmonds	Dec 2012	<ul style="list-style-type: none"> ▪ Request for proposal resent with a deadline of 31 July ▪ 7 proposals received ▪ Meetings with shortlisted suppliers scheduled for September ▪ Proposals being reviewed and shortlisting to 4 		

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
						suppliers by the end of August		
MP56	Information Security Management system	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	Oct 2012	<ul style="list-style-type: none"> CBT rolled out Review of CBT progress ongoing Gap Analysis to be undertaken for presentation to EMT Exception Report required to amend project end date to January 2013 as there has been delays in gathering data from the business due to the impact on resources of the New Name and Social Worker projects 		
MP57	NetRegulate Changes 2011/12	Implementation of the following Net Regulate changes: <ul style="list-style-type: none"> 1) Automatic refund process for deregistered registrants; 2) Automation of the Registrant Balance report; 3) To implement security enhancements 	Tim Moore	Charlotte Milner	October 2012 August 2012 October 2012	<ul style="list-style-type: none"> Automation of refund process released to live Schedule to encrypt registrant security details moved to mid-September due to issues identified in testing Exception report agreed by EMT to move project end date to October 2012 		
MP61	33 Stannary Street Phase 2	Fit out of Stannary Street	Greg Ross-Sampson	Steve Hall	June 2012	<ul style="list-style-type: none"> Project is complete. Project Closure Report agreed by EMT 		
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	<ul style="list-style-type: none"> Engagement with external suppliers ongoing Requirements gathering complete Increased Equality & Diversity scanning ability from NetReg 12/13 project to be moved into scope of this project Functional Design Specifications nearing completion Exception Report may be required to account for E&D cost which does not have budget allocated currently anywhere in the portfolio 		
MP67	NetReg changes 2012-13	Implementation of the following Net Regulate changes: <ul style="list-style-type: none"> 1) Authentication code rationalisation 2) Automatic review of de-registered 	Tim Moore	Charlotte Milner	April 2013	<ul style="list-style-type: none"> Project scope revisited and 3 elements moved to different projects (first element of increased Equality & Diversity scanning moved to MP64. second element of Annotation of the Register, third element of Net Regulate platform refresh 	N/A	In Initiation

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
		balances 3) Financial transactions reporting 4) Processing payments amendment				<p>moved to new separate project MP69)</p> <ul style="list-style-type: none"> EMT advised that the 3 elements out of original 7 for this project had very rough estimates of £10k each and 2 of the 7 elements had no budget allocated at all Project Initiation Documents scheduled to be presented at September or October Monthly EMT which will detail more robust estimates after having received quotes. Dependent on Finance resource availability 		
MP68	NetReg changes 2012-13 (Annotation of the Register)	Annotation of the Register	Michael Guthrie	Richard Houghton	September 2013	<ul style="list-style-type: none"> Project Initiation Documents scheduled to be presented between Sept and Nov 2012 depending on Registration resource availability 	N/A	In Start Up
MP69	Net Regulate Platform Refresh Phase 2	Upgrades and patching to 4 servers. This will include testing of upgrades before deployment	Guy Gaskins	Jason Roth	April 2013	<ul style="list-style-type: none"> Project Initiation Documents scheduled to be presented Oct 2012 	N/A	In Start Up
MP66	FTP changes 2012-13		Kelly Johnson	Brian James	TBD	<ul style="list-style-type: none"> Project Initiation Documents scheduled to be presented Oct/Nov 2012 	N/A	In Initiation
MP63	HR & Partners systems and process review		Marc Seale	Teresa Haskins	TBD	<ul style="list-style-type: none"> Project Initiation Documents scheduled to be presented Nov 2012 	N/A	In Initiation
MP59	Herbal practitioners		Marc Seale	Michael Guthrie	TBD	<ul style="list-style-type: none"> Project expected to begin initiating October 2012 	N/A	In Start Up
MP64	Education systems and process review Phase 2	Implementation of recommendations from Phase 1	Abigail Gorringe	Brendon Edmonds	TBD	<ul style="list-style-type: none"> Project expected to begin initiating January 2013 	N/A	In Start Up
MP65	Web deployments		Jacqueline Ladds	Tony Glazier	TBD	<ul style="list-style-type: none"> Awaiting Business Case from Communications department. Project can then move into initiation 	N/A	In Start Up

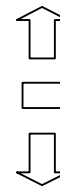
* All amounts in £000's [(C) = Capex; (O) = Opex]

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

Facilities Management Report

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 next phase of window replacement is scheduled to take place September/October. Windows will be replaced in HR Office, Post Room, Ground and Basement Corridors and Basement

Kitchen. Windows have also been replaced on the second floor of 20 Stannary Street.

Ceilings

Ceilings have been replaced in the Old Council Chamber and the Ground Floor Corridor of Park House. Once the replacement windows have been fitted the Ground Floor Corridor will be redecorated.

Canopy

A canopy over the 22-26 Stannary Street entrance will be installed early in September.

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. Facilities, Customer Service and the Deepstore mine archive have been audited. Fitness to Practise (FtP) and Finance are scheduled to be audited next. Two NMR's (Nonconformities) have been declared and two 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 prior to the migration of data is the next step.

BSI audit

The next BSI audit will be 22 October 2012. Fitness to Practise, Customer Service, and Finance Departments 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. Phoenix, our BCM supplier have published the UK wide 2011 reasons for

invocation and these will be used in building the test programme. See the link attached for detail.

<http://www.phoenix.co.uk/about/news/2012/8/summer-2011-riots-redefine-the-business-continuity-landscape/>

Information security management

The project for ISO27001 is on-going. All departments have been through the initial scoping exercise, with high level discussion of assets. The risk assessment tool is being populated. The project is on-going.

The proposed test solution for the next round of training for all employees, has been rolled out. The training covers the work and home environment. An administration module has been released, to control access and reporting.

Information & data management

The archive in Cheshire has been audited by Tom Berrie, and 50 boxes with damage from the move from the previous supplier have been repaired or replaced, and the rest were found to be in good condition. Greg Ross-Sampson and Marc Seale also visited the mine.

We are still investigating costing and phasing for scanning eight boxes of CPSM microfilm, containing copies of all applications, Council and committee minutes and other documents from the CPSM era until the late 1990s.

The "Regulating ethics and conduct at the Council for Professions Supplementary to Medicine – 1960 to 2002" research report by Tom Berrie has been published, and a number of hardcopies circulated to interested parties. He has two further reports in progress. One more is planned for the future.

The social work profession is being included in Management Reports for the first time.

Risk Register

We will monitor the London 2012 Paralympics on day-to-day basis, but we expect less transport disruption than the Olympic Games which saw little impact on day-to-day operations.

The general Risk Register has been updated to include impacts of social worker regulation in particular, and closure of some projects. This will go to the September Audit Committee meeting.