Operations Directorate

Report to Finance and Resources Committee meeting 21 November 2013

Operations Report to Finance & Resources Committee, 21 November 2013
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1. Operational Performance 1 August to 31 October 2013
a) Telephone Calls
i) UK Telephone Calls – During the period from 1 August to 31 October 2013 the team received a total of 58,159 telephone calls which is 17,201 more calls when compared to the same period two years ago and represents a 42% increase in call volumes. The Department answered 92% of calls received compared to 94% during the same period two years ago.

ii) International Telephone Calls – During the period from 1 August to 31 October 2013 the team received a total of 2,028 telephone calls which is 139 less than the same period last year and represents a 6% decrease in call volumes. The Department answered 97% of calls received compared to 95% during the same period last year.

b) Application Processing
i) UK Applications – A total of 8,030 new applications were received which is 1,170 more when compared to the same period last year and represents a 17% increase in UK application volumes. The Department registered 7,698 UK applications which is 1,201 more when compared to the same period last year and represents an 18% increase. The Department processed 78% of UK applications within our service standard of ten working days, 17 % of UK applications within eleven working days and 5% within twelve working days.

The Department processed 95% of readmission applications within our service standard of ten working days, 3% of readmission applications within eleven working days and 2% within twelve working days.

The service response time was impacted by the higher-than-forecast increase in UK applications, UK telephone calls, UK emails and International applications. However, planned overtime working (weekday evening and weekend) ensured the majority of UK applications and readmissions were processed within our service standard. As at the 10 November 2013 UK applications were being processed within eight working days and readmission applications within four working days.

ii) International Applications – A total of 851 new applications were received which is 98 more when compared to the same period last year and represents a 13% increase in international application volumes. The Department registered 330 applications which is 199 less when compared to the same period last year and represents a 38% decrease.

iii) Grandparenting Applications – A total of three grandparenting applications were registered which is 138 less when compared to the same period last year.

c) Emails
i) UK Emails – The team responded to approximately 230 emails per day which is 130 more when compared to the same period two years ago and represents a 130% increase in UK email volumes. The team responded to these on average within two days of receipt which meets our service standard of two working days response time and is the performance achieved during the same period two years ago.

ii) International Emails – The team responded to approximately 10 emails per day which is the same amount when compared to the same period last year. The team

responded to these on average within two days of receipt which meets our service standard of two working days response time and is the performance achieved during the same period last year.

d) Continuing Professional Development (CPD) Audit
There were five CPD assessment days held during this period.

e) Registration Renewals
At the start of June 2013, 19,487 paramedics and 1,326 orthoptists were invited to renew their registration with 98.1% of paramedics and 96.3% orthoptists successfully renewing. In 2011 98.1% of paramedics and 96.3% of orthoptists renewed their registration. A total of 91.8% of both paramedics and orthoptists renewed their registration using the online renewal system in 2013.

At the start of July 2013, 14,082 speech and language therapists, 4,933 clinical scientists and 943 prosthetists / orthotists were invited to renew their registration. On the 1 October 2013 95.9% of speech and language therapists, 97.3% of clinical scientists and 96.4% of prosthetists / orthotists had renewed their registration. This compares favourably with 2011 when 94.9% of speech and language therapists, 96.5% of clinical scientists and 94.9% of prosthetists / orthotists renewed their registration. A total of 89.5% speech and language therapists, 93.2% clinical scientists and 86.2% prosthetists /

orthotists renewed their registration using the online renewal system in 2013.
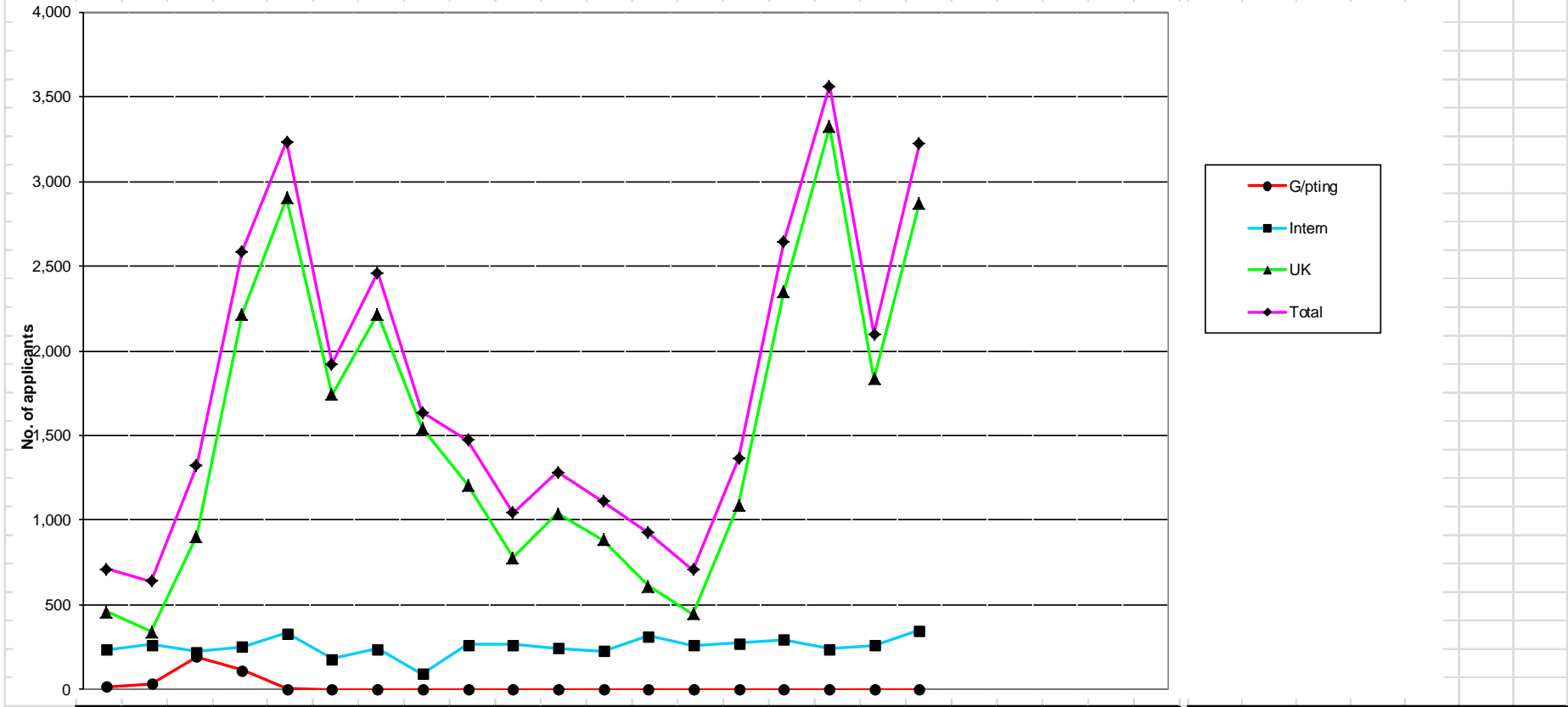
At the start of August 2011, 34,200 occupational therapists were invited to renew their registration with 96.3% successfully renewing which compares favourably with 2011 when 94.5% of occupational therapists renewed their registration. A total of 88.9% of occupational therapists renewed their registration using the online renewal system in 2013.

At the start of September 2013 22,615 biomedical scientists were invited to renew their registration and registrants have until 30 November 2013 to renew their registration. As at the 10 November 2013, 83% of biomedical scientists had renewed their registration.
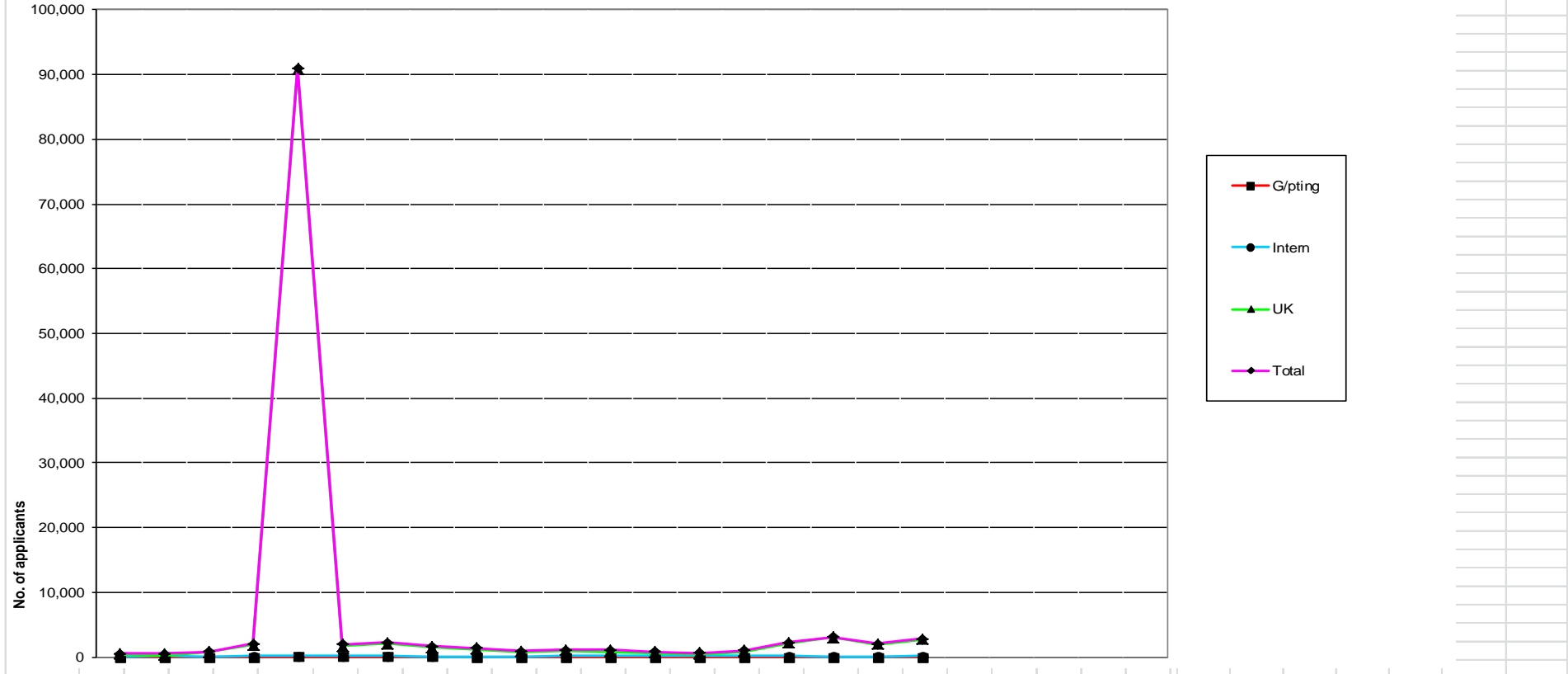
2. Resource
a) Employees
The Department recruited three temporary Registration Advisor positions to assist with the increase in workload during this period.
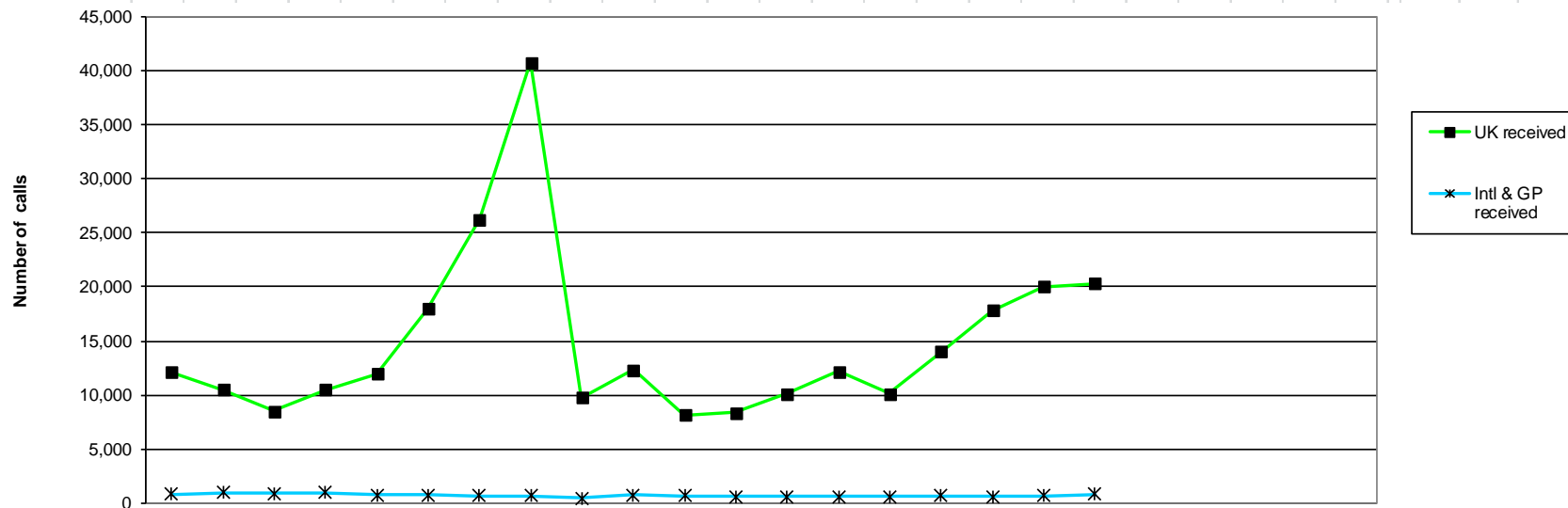
Health and Care Professions Council   **Application Types Received April 2012 - March 2014**   **Registration Department**

Apps Received	2012									2013													2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	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	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0							0	369	93	170	142	369	0
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295	240	261	350							2,300	2,290	2,324	2,597	2,504	2,822	1,996
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351	3,321	1,836	2,873							8,971	11,084	12,037	13,684	11,353	16,233	12,529
Total	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110	927	709	1,362	2,646	3,561	2,097	3,223							11,271	13,743	14,454	16,451	13,999	19,424	14,525

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

	2012									2013								2014							2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	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	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5	2	1	0						9	0	63	96	65	265	32
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153	100	107	123						1,862	1,756	1,444	1,701	1,389	1,758	981
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463	813	2,135	3,009	1,974	2,715						8,355	10,774	11,069	11,122	10,675	103,346	11,796
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666	994	2,293	3,111	2,082	2,838						10,226	12,530	12,576	12,919	12,129	105,369	12,809

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

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Health and Care Professions Council   Registration Telephone Information April 2012 - March 2014   Registration Department


	2012									2013												2014			2008/9	09/10	10/11	11/12	12/13	13/14
	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	833	963	896	954	737	723	707	685	488	766	638	590	591	620	563	636	589	645	794						12,732	14,348	16,702	12,886	8,980	4,438
Answered	794	877	848	914	675	705	682	662	450	697	587	545	542	561	539	610	571	632	770						11,397	14,185	15,969	12,137	8,436	4,225
Calls answered (%)	95	91	95	96	92	98	96	97	92	91	92	92	92	90	96	96	97	98	97						90	95	96	94	94	95
Abandoned	39	86	48	40	62	18	25	23	38	69	51	45	38	63	24	26	18	13	24						1,335	841	712	749	544	206
Avg answer time (se	52	46	59	42	54	32	35	46	82	82	74	31	60	55	41	32	23	22	31						36	36	41	49	53	38
Avg talk time (min)	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	4.08	4.09	3.49	3.53	3.56	3.47	3.52	3.40						3,25	3.18	3.41	3.29	3.85	3.58
UK																														
UK received	12,099	10,481	8,533	10,516	11,965	17,941	26,254	40,761	9,757	12,333	8,138	8,369	10,151	12,177	10,138	14,028	17,789	20,043	20,327						92,018	119,887	86,890	114,847	177,147	104,653
Answered	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	11,173	7,715	8,033	9,421	10,968	9,713	13,181	16,693	18,836	17,810						78,293	111,573	83,218	109,818	157,334	96,622
Calls answered (%)	93	94	94	95	95	96	92	72	93	91	95	96	93	90	96	94	94	94	88						92	95	96	96	92	93
Abandoned	817	590	534	469	617	667	2,065	11,424	716	1,155	423	336	730	1,209	425	839	1,096	1,207	2,517						13,725	8,314	3,652	5,029	19,813	8,023
Avg answer time (se	51	28	55	39	42	34	61	279	63	77	47	64	55	82	37	54	59	56	110						85	48	36	38	70	65
Avg talk time (min)	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	3.20	3.21	3.15	3.10	3.11	3.02	2.45	2.48	2.55	2.57						2,58	2.37	2.47	2.61	3.28	2.75

Major Projects: Ms Claire Reed

| No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP63	HR & Partners Systems and Process Review	Review of all HR & Partner department systems and processes	Marc Seale	Teresa Haskins	Dec 2013 June 2014	▪ 'To-be' report is under review and due to be signed off ▪ Requirements gathering workshops have been completed and the requirements gathering report is being written ▪ Procurement documentation is being prepared for the tender process ▪ Exception report detailing additional costs and timelines due to extended procurement process was approved by EMT on 24th September	R (red arrow)	G (green arrow)
MP67	NetReg Changes 2013	Implementation of 16 Net Regulate changes	Finance Director	Charlotte Milner	Jan 2014	▪ The 'DD cancellations' change will now be released as part of deployment 3 therefore there is no longer an impact on the remaining change requests ▪ The development work for deployment 3 is underway	G (green arrow)	G (green arrow)
MP68	Annotation of the Register	Annotation of the Register	Michael Guthrie	Richard Houghton	Sept 2014		G (green arrow)	Project is now closed
MP69	Professional Indemnity	Operationalising requirements for registrants to have professional indemnity insurance and 1 DocXP change	Marc Seale	Louise Hart	Apr 2014	▪ Engagement with professional bodies ongoing ▪ Technology development is shortly to commence	G (green arrow)	G (green arrow)
MP70	186 Kennington Park Road Redevelopment	Planning for 186 Kennington Park Road redevelopment	Marc Seale	Steve Hall	Nov 2014	▪ Architects are undertaking pre planning activities ▪ Review of Project Plan ongoing which is likely to impact on timeline and budget phasing requirements.	R (red arrow)	R (red arrow)

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP71	Fees Review	Consideration of current Registrant fees and making any changes that may be agreed	Marc Seale	Michael Guthrie	Apr 2014	▪ Technology testing is signed off ▪ Consultation report and revised application forms have been submitted for discussion at ETC and Council in November and December	G →	G →
MP64	Education System Build	Implementation of recommendations from Phase 1	Brendon Edmonds	Paula Lescott	TBD	▪ Technology build is under way	Initiation	G →
MP66	FTP Changes 2012-13	Improvements to CMS	Kelly Johnson	Brian James	TBD	▪ Awaiting cost and time estimates from supplier	N/A	Initiation
MP72	InFocus Distribution		Jacqueline Ladds	Jonathan Jones	TBD	▪ Project paused due to Project management resource availability. Will be re-commenced when resources become available.	N/A	On hold
MP59	Herbal Practitioners	Onboarding of Herbal Practitioners to HCPC Register	Marc Seale	Michael Guthrie	TBD	▪ Not expected to commence before July 2014	N/A	Start Up
MPxx	Web Platform Review		Jacqueline Ladds	Tony Glazier	TBD	▪ Project paused due to Project management resource availability. Will be re-commenced when resources become available.		On hold
MPxx	Registration Process & System Review		Marc Seale	Greg Ross-Sampson	TBD	▪ Not initiating due to Project management resource availability		Start Up
MPxx	Online Renewals Review & Change of Payment Provider		TBD	TBD	TBD	▪ Not initiating due to Project management resource availability		Start Up
MPxx	Finance Systems Review		Finance Director	Charlotte Milner	TBD	▪ TBD		Start Up
MPxx	Public Health Specilaists		TBD	TBD	TBD	▪ Due to begin initiating Sept 2014		Start Up

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
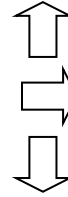
⇧   Status of project has improved since last reporting cycle

⇨   Status of project is static since last reporting cycle

⇩   Status of project has declined since last reporting cycle

Facilities Management: Mr Stephen Hall

1. Employees
There are six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, post room, health & safety and building project management.

2. 186 Kennington Park Road
Work is continuing in conjunction with architects and cost consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

3. 33 Stannary Street
In respect of the dedicated fibre optic link to this building, this work has now been completed and the IT Department have reported that this is now in use.

4. Office Moves
On Saturday 12 October, following the creation of an additional case Management Team within the Fitness to Practise Department, a number of movers took place. The move was successful and all impacted employees where unpacked and working by midday on Monday 14 October.
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5. Leak to Basement of 33 Stannary Street
On Monday 4 November the Basement Meeting Room and stair lobby to 33 Stannary Street where found to be flooded. Investigations would seem to point to rainwater ingress from parts of the building not under the control of HCPC being the cause of the problem. Damage has been incurred to the fixtures and fittings to this area, including the meeting room table. Insurers have been notified and a claim will be lodged. In the meantime, the affected area will have all damaged floor and wall finishes removed to allow the area to dry out pending approval from insurers to proceed with remedial works to re-fit and redecorate this area.

As a result of this, the meeting room in question is out of action and will continue to be so for some time.

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Business Process Improvement: Mr Roy Dunn

1. Human resources
There are no changes to the BPI structure.

2. Quality Management System (QMS) review meetings, internal audits and Near-Miss Reports (NMR).
The internal audit schedule for 2013 – 14 is running.

No further NMR's (nonconformance incidents) have been declared. A summary report of all Near-Miss Reports will be provided at the next Audit Committee (November 2013). One report has been completed and two are to be completed.

3. QMS process updates
A review of the UK Registrations process is about to begin. There are likely to be some changes to the tendering & procurement processes over the next few months. Council member recruitment process and independent prescribing have been drafted.

4. BSI audit
BSI Audited the Policy, Registrations UK applications and employee training, HR and Partners areas on 7 October 2013. No areas of nonconformance were found. The report will go to Audit Committee.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training. The next BSI visit to evaluate the scale of the task is scheduled for November 19th.

5. Business continuity
A final paper only version of the business continuity plan has been circulated. Monthly details will continue.

6. Information security management
We are working toward modifying the security training CBT package for all employees, with the Secretariat Department. This is likely to be rolled out by the end of the month.

Partners and Members will be trained on information security using the CBT package used by employees last year. A few adjustments are being made to reflect their different roles to employees.

Adjustments to how documents are printed around the organisation are being evaluated, and security improvements developed. The IT Department have seen two possible providers of technology solutions.

A clear desk policy (at least no personal information) is being developed for the organisation.

Changes to the information security standards to which we wish to certify have several impacts on the requirements for us to achieve the required standard of compliance.

The new ISO 27001 standard does not formally invoke the Plan-Do-Check-Act (PDCA) methodology. However, Annex SL does state the following:
"An effective management system is usually based on managing the organization's processes using a Plan-Do-Check-Act approach in order to achieve the intended outcomes."

All of the new standards are replacing the "PDCA approach" with a "risk management approach", which initially seems less

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onerous. However more detailed ongoing monitoring of risks, at a granular level is required.

The number of sections in Annex A has changed from 11 to 14.

The number of controls across all sections has changed from 133 to 114.

The order of the controls has changed and all recorded risks mitigated by those controls must be remapped. This is a somewhat arduous task, that the BPI Department will attempt on behalf of the rest of the organisation. We then plan to certify against the new standard ISO27001:2013 from scratch, rather than certify against the old standard, and migrate to the new. Overall this will decrease the effort required, but will make a slight delay to the certification date.

Work on developing a secure web delivery method for confidential content for various parts of the organization continues, with an existing supplier.

7. Information & data management
Assessment and destruction of older archive material: an update on progress.
We have destroyed 248 boxes of old material so far, including registration files from the 1960s into the 1970s, and boxes containing old finance material from the 1990s and early 2000s up to the seven year retention period required for financial material. There has therefore been a reduction in the number of boxes in the archive for the first time since we began recording numbers. In the immediate future we propose to destroy all the Registration Department's application and renewal boxes up to

January 2006, namely over 1,300, as all applications from the start of CPSM through to HPC have either been microfilmed or scanned. We will then discuss with Registrations how we deal with their remaining boxes, from 2006 to the present.

We will also be discussing with the Communications, Secretariat and Fitness to Practise Departments their individual requirements.

Freedom of Information requests of a statistical nature continue.

8. Reporting
Some changes to how security is implemented around the Crystal Reports database, have required changes to existing reports. Those of an operational nature are being addressed first.

9. Risk Register
The latest Risk Register was presented to Audit Committee in September. The next iteration will be published in February 2014.

10. Other activity
The tendering process for the security print contract commenced and the PQQ has been published.

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