

Business Process Improvement: Mr Roy Dunn

1. Human resources

The Quality Compliance Auditor (Kayleigh Birtwistle) has undertaken the Certificate in Information Security Management Principles course; and Lean Six Sigma Green belt training along with Roy Dunn.

Roy Dunn & Claire Amor attended a Chartered Institute of Internal Auditors course “Assurance mapping – a practitioners workshop”.

The Data (Business) Analyst recruitment has been abandoned for the current time. This very specific combination of technical (report creation skill) and interpretation (similar to the analysis carried out on loyalty card data) is very difficult to source.

BPI will continue to develop reports internally as they are required. However the FOI process makes this burdensome.

The BPI work plan is included in the Operations Directorate work plan.

2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).

The internal audit schedule for 2014 – 15 is running. The following depts have been audited; HR, FTP, Education, Procurement, Secretariat.

NMR's

Three NMR's have been closed since Oct 2014

One new NMR was opened and closed since October, however that has already been closed.

3. QMS process updates

We will be moving the Quality Management System (QMS) to an externally hosted system the BSI Entropy platform with assistance from BSI on the 12th March 2014.

Along with the move, all of the current Business Processes on our existing system are being reviewed and there have already been several updates implemented.

4. BSI audit

The BSI Audit plan for November 4th was reviewed on the day due to growth in the numbers of employees. Education, Secretariat and Staff Development & Training were audited. Registrations CPD, Purchasing & Supplier evaluation, were deferred to a future date. UKCAS requirements for certification bodies require an employee number correlation with the number of audit days per year. HCPC are now required to have 1 ½ days every six months. We have asked for two complete days every six months to make the exercise more worth while.

The next Audit is on the 29th & 30th April.

5. Business continuity

Monthly employee details will continue to be circulated whilst the move to an upgrade electronically delivered plan progress.

An upgrade to the possible externally hosted Business Continuity System was demonstrated by a potential supplier on 2nd October. This system met our requirements and has been tested on a small scale.

IT resilience was tested in November 2014

6. Information security management

The security training programme continues. A new package has been selected. Content was internally reviewed to fit Employees and Partners or Council Members. An HCPC voice over has been recorded and applied to the slides.

Adjustments to how documents are printed around the organisation has been changed and security improvements delivered by the IT department. This will lower the risk of individual documents pages becoming accidentally collated together, as despatched to the wrong individuals.

The Tidy desk policy has been audited against within the organisation. There has been an improvement in tidiness, and items are generally locked away within storage. Work continues to monitor the situation.

The new ISO 27001:2013 standard has been addressed by BPI with the aid of external consultants. The documentation pack for ISO 27001:2013 compliance has been delivered to EMT. This is in preparation for a BSI Audit at the end of the month. This is the first stage of the potential certification process.

A stop gap Information Security training resource has been delivered to allow new employees to undertake immediate training in this area, before being given access to organisational data.

7. Information & data management

Assessment and destruction of older archive material: an update on progress.

Freedom of Information requests of a statistical nature continue.

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as “renewals”.

Work with the Registrations department on sites for secure scanning continues prior to tests with internal CPD processes.

8. Reporting

The number of Freedom of Information requests of a statistical nature continues to build.

There is a general increase in complexity in the nature and phrasing of questions; how many x or y's in years a,b,c were also involved in process f,g or h and for how long on average, and what was the longest and shortest?

Much of this information is not held electronically long term, and so cannot be discerned by electronic means.

9. Risk Register

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
20131119	a	QUA	RPT	AuditComm	Draft DD: None	Public RD: None

The latest iteration is published in March 2015 following updates over the Winter. (This meeting). Information Security has been reviewed by the Chief Executive and Registrar, and the Head of Business Process Improvement.

A high level Risk Assurance map has been appended to the end of the Risk Register.

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