

**1. Human resources**

No changes to BPI resources.

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

The internal audit schedule for 2015 – 16 is running.

One external audit was cancelled due to internal resource pressures around NMR55 and associated auditing. This mine Archive audit will be rescheduled for October / November.

**NMR's**

Three NMR's are under investigation at present;

NMR53 Education details on website not displayed in full (work around in place)

NMR54 Lapsed suspension orders in FTP

NMR55 Redaction quality in FTP bundles.

**3. QMS process updates**

The migration of the Quality Management System (QMS) to an externally hosted system has been terminated. The new access model following an upgrade to the hosting platform was found to be incompatible with our click through access requirement. We will therefore be planning to migrate our QMS & ISMS to a hosted MS SharePoint environment over the autumn. Experimentation with various “Add-ins” to support the required functionality is underway.

**4. BSI audit**

The next ISO9001:2008 two day audit will take place on 22nd & 23rd October.

Overview: Quality Management System Processes; Work Environment & Infrastructure; Projects; Registrations CPD, Operations, Quality Assurance; IT Infrastructure, Service Support ; Secretariat, Customer Services, Information Governance, Council processes.

**5. Business continuity**

Work on the layout and functionality of the Shadow Planner solution is underway. A test upload of Employee data to the system has taken place. Content of the plan is being reformatted to allow display on the Shadow Planner mobile platform.

## 6. Information security management

Information Security awareness activities continue around HCPC. These include updated mouse mats, and coasters with key information security messages. These were designed to ensure employees are fully aware of the requirements to achieve ISO27001 certification.

ISO27001 certification was officially achieved on 12<sup>th</sup> June 2015, and Kayleigh & I will be attending BSI Milton Keynes for the official presentation.

An unannounced Tidy Desk audit was carried out on parts of 33 Stannary Street on Friday 21 August. All areas audited were found to be compliant. No PII was found unprotected.

The next Continuing Assessment Visit is due for April 13-14<sup>th</sup> 2016

## 7. Information & data management

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

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as “renewals”. A pre destruction visit to the archive is being planned.

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 is currently static.

## 9. Risk Register

The latest iteration (Sept 2015) is published here following updates over the summer. The next iteration will be based on updates collected over December and January, with publication due for March.

Items of interest include, closure of the Risk around unknown structure of the PSA fee formula – this is now known, but replacement with a new risk around unexpected changes to fees per registrant.

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